



KONICA MINOLTA

SSD SUPPORT SOLUTIONS

2330 - ALL ACTIVE SOLUTIONS

July 2008

This document contains information that was exported directly from Konica Minolta's SSD Support knowledge base. Some solutions may contain hyperlink references which originally contained links to graphic or text files. If you wish to view these files, you must access the solutions via SSD CS Expert Support on Konica Minolta's website, www.kmbs.konicaminolta.us.

Legal Notice

This document is designed as a diagnostic tool, primarily for Konica Minolta's support personnel, and authorized service representatives. Konica Minolta recommends that all service be performed by an authorized service representative. Users are responsible for seeking advice of a Konica Minolta authorized service representative regarding the information, opinion, advice or content of this document.

USER AGREES THAT USE OF THIS DOCUMENT IS AT USER'S SOLE RISK AND THAT THIS DOCUMENT IS PROVIDED ON AN AS IS BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF TITLE OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES THAT ARE IMPLIED BY LAW AND INCAPABLE OF EXCLUSION. IN NO EVENT WILL KONICA MINOLTA OR THOSE ACTING ON ITS BEHALF BE LIABLE FOR ANY DAMAGES, INCLUDING, WITHOUT LIMITATION, DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR PUNITIVE DAMAGES ARISING OUT OF YOUR USE OF THIS DOCUMENT.

Solution ID

TAUS0641163EN*

Solution Usage

0

Description

Thermostat replacement precautions for all models using Faston Terminals.

Solution

CAUSE: Damage to the Faston terminal when replacing the thermostat to the Faston terminal can result in the generation of heat and cause the plastic insulating material around the terminal to melt.

SOLUTION: See Bulletin Number 5005 for details. To view the PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>.

Solution ID TAUS0657724EN***Solution Usage** 1**Description**

How to access the Konica Minolta FTP site.

Solution

The Konica Minolta FTP site is no longer accessible. The latest version of firmware, system software or print drivers is available via the Konica Minolta Download Selector.

Access the Selector from MyKonicaMinolta.com, select the Service tab then click on SSD (DNA, Drivers, MSDS) in the left frame. Continue to your Home Page by clicking on 'Continue on to the SSD Home Page' and select 'Download MSDS, Drivers, Firmware and more'.

The download search tool offers several methods of searching for files. The top section of the page provides quick access to recently released files and the most popular downloads. These lists can be filtered by file type, such as driver, firmware, system code, etc.

Below the top section, there is the first of three search options; a text entry box that can be used to quickly find all downloads for a given product. For instance, enter 'C500' and the search results page will find all downloads for the bizhub PRO C500.

Below the text entry box, there is an alternative search by Product group and Product. Optionally, the search results can be further narrowed by selecting a file type or operating system.

A third searching option is provided on the Advanced search page, which provides search results for more complicated search scenarios. With the old FTP site, many files were misplaced or nearly impossible to find with the hierarchical structure that a files system imposes. The major goal behind this Download Selector is to provide an easier method of finding files fast, and ensuring, through details such as release notes, that the file being downloaded is the correct one.

SPECIAL NOTE : Solution contribution by Ken Walker, Workgroup/SSD

Solution ID TAUS0604911EN***Solution Usage** 106**Description**

How to disable 1:2 mode, auto shut-off and auto low power mode defaults.

Solution

To set 1:1 mode as the default:

1. Access the key operator mode (hold the OK key and turn the copier ON).
 2. Press 1: Initial settings.
 3. Press 1: Copy settings and press the OK key.
 4. Use the arrows to select 1:1 and press the OK key.
 5. Turn the machine OFF then ON to exit the key operator mode.
- Refer to page 9-39 in the user's manual.

To program auto shut-off mode:

1. Access the key operator mode (hold the OK key and turn the copier ON).
2. Press the down arrow key once to access 8: Memory switch settings and press the OK key.
3. Press the up arrow key twice to access 3: auto shut off timer and press OK.
4. Choose from 30, 60, 90, 120, 240 minutes and press OK.
5. Turn the machine OFF then ON to exit the key operator mode.

To eliminate the auto shut-off feature:

1. Access the key operator mode (hold the OK key and turn the copier ON).
 2. Press the down arrow key once to access 8: Memory switch settings and press the OK key.
 3. Press the down arrow key once to access 25: Auto shut off setting and press OK.
 4. Choose ON or OFF and press OK.
 5. Turn the machine OFF then ON to exit the key operator mode.
- Refer to page 9-39 in the user's manual.

The auto low power mode cannot be disabled, however it can be set to a 240 minute default. To program auto low power mode:

1. Access the key operator mode (hold the OK key and turn the copier ON).
 2. Press the down arrow key once to access 8: Memory switch settings and press the OK key.
 3. Press the down arrow key once to access 2: Auto low power timer and press OK.
 4. Choose from 5, 10, 15, 30, 60, 90, 120, 240 minutes and press OK.
 5. Turn the machine OFF then ON to exit the key operator mode.
- Refer to page 9-39 in the user's manual.

Solution ID TAUS0606335EN***Solution Usage** 47**Description**

PLEASE CLOSE TOP LEFT SIDE COVER message at power up. Cover is closed.

Solution

PROBABLE CAUSES:

1. The rear portion of the paper exit actuator (p/n 40AA46040) is dislodged. This six-sided actuator is on the end of a black plastic shaft located on the lower guide (p/n 40BA48040) of the upper paper exit cover (p/n 40BA48010). When correctly positioned, it sits beneath the white paper exit driving gear (p/n 40AA77270).

To reposition the paper exit actuator perform the following:

- a. Power OFF the copier.
- b. Open the left side door after removing the catch tray or sliding the sorter away from the main body.
- c. Carefully bend the black plastic shaft while inserting the dislodged end into a small hole on the upper paper exit cover. This hole can be seen when viewed from the front of the copier.
- d. When the actuator is in position, close the left side door, reinstall the catch tray or slide the sorter up to the main body of the copier.
- e. Power ON the copier.

Note: After a fuser jam is cleared, the upper paper exit cover is able to close even if the fuser release plate (p/n 40AA53050) remains open. As the cover is closed, the fuser release plate contacts the lower guide portion of the upper paper exit cover. Either the paper exit actuator dislodges or the actuator shaft breaks. The design of the entrance guide plate (p/n 40BA48272) has been modified to prevent this. The serial number cut-in is 35GE03351. A countermeasure part, plastic spacer kit (p/n 40BAK0010), is available for older style machines. Two (2) spacers are packaged in each kit. The old style entrance guide has two cut out slots at the top. The spacers are positioned in each corner of the guide, in line with the slots. They attach to the exit guide by removing the sticky-back paper.

Refer to 2230/2330/3240/3340 Technical Bulletin #10A for additional information.

2. Paper is jammed behind the left side cover.
Remove the jam.

Solution ID TAUS0611773EN***Solution Usage** 33**Description**

How to program ECM, 2330.

Solution

To program ECM mode:

1. Enter the 25 mode.
2. Select 7: Password setting and press OK.
3. Select 2: ECM master key code and press OK.
4. Enter an 8 digit master code and press OK.
5. Press F4 (previous screen) to complete setting. Turn the unit OFF.
6. Enter the Key Operator mode by pressing the OK button while turning the machine on.
7. Select 3: ECM setting and press OK.
8. Use the up and down arrows to go to desired function (i.e. Password setting, Count limit setting, and Count reset).
9. After the settings are complete, turn the unit OFF/ON to access normal operating mode.

Note: The key operator MUST set the COUNT/LIMIT setting to a value, otherwise the "please enter ECM password" message will be displayed immediately after the password was entered.

To enable/disable ECM after the above procedure is completed perform the following:

1. Access the Key Operator Mode by pressing the OK button while powering up the copier.
2. Select 3: ECM setting and press OK.
3. Select 4: ECM ON/OFF setting and press OK.
4. Select either OFF or ON, press OK, then PREV (previous).

Solution ID TAUS0605623EN*

Solution Usage 30

Description

How to program paper tray sizes.

Solution

To program paper tray sizes, perform the following procedure:

1. Access the 25 mode (turn machine ON while holding down the 2 and 5 keys).
2. Select #2, PAPER SIZE SETTING MODE, press OK.
3. Select the tray to be programmed, (i.e. tray 2 is the first tray below the universal tray) and press OK.
4. Use arrows to select desired size, and press OK.
5. Repeat steps 3 & 4 for additional trays.
6. Turn the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0606364EN*

Solution Usage 30

Description

PLEASE LOAD A4 (or B4 or 8.5x11R) message when using APS through the ADF or platen glass.

Solution

CAUSE: The destination code dipswitches in the 25 mode are set incorrectly.

SOLUTION: Set the 25 mode dipswitches for USA destination:

2-7 = 0
3-0 = 0
3-1 = 0
3-2 = 1

To program trays for metric paper, select 25 mode, Tray size setting and press OK.

Select the required tray using the F1 (tray) button.

Select the required paper size using the F2 or F3 button.

A4 and A4R paper are the only available metric paper selections.

Note 1: Metric sizes can be run through the machine, however in AMS mode the image will reduce to 97% if metric paper is copied onto from an identicle sized metric original.

Note 2: The destination code must be set for USA.

Solution ID TAUS0606899EN*

Solution Usage 26

Description

Erratic LCD operation. Lines on the display.

Solution

CAUSE: Faulty connection on the LCD.

SOLUTION: Replace the LCD board (p/n 35FE-7102).

Note: This problem has been corrected in production machines beginning with s/n 35GE05001. Refer to 2230/2330/3240/3340 Technical Bulletin #6 for additional information.

Solution ID TAUS0606305EN***Solution Usage** 25**Description**

How to clear a fuser failure code (F34, F35, F36).

Solution

To clear fuser failure codes, perform the following:

1. Power the copier OFF.
2. While pressing both the 2 and 5 keys, power the copier ON. The memory setting mode menu will appear with 1. Software switch set mode displayed.
3. Press OK.
4. Press the up and down arrows to display the correct software dipswitch setting for the jam code: dipswitch 3-5 for F34, dipswitch 3-6 for F35, or dipswitch 3-7 for F36.
5. Press on/off to change the dip switch data from 1 to 0.
6. Turn the copier off then on to exit the 25 mode.

Solution ID TAUS0606624EN***Solution Usage** 24**Description**

How to add toner, 2330.

Solution

To add toner, perform the following:

1. Vigorously shake the new toner cartridge, then remove the flexible outer cap (if present).
2. Open the copier front door, and pull toner unit out 90 degrees to the right.
3. Invert the toner cartridge over the unit with arrow pointing toward you, inserting it to the rear then to the front, until it is fully seated within the toner hopper.
4. Press down on rear of cartridge and slowly slide the toner release lever fully toward you to release toner, then move the lever back and forth a few times alternating with Step 5.
5. Tap cartridge several times to free the toner, until cartridge is empty.
6. Remove and discard empty cartridge.
7. Push toner unit back to original position.
8. Close the copier front door.

The procedure above is outlined on a decal located inside the front door of the machine. The User's Reference Guide maintenance, and supplies section explains how to add toner.

Note: Toner is very fine plastic powder, if toner gets on clothing, brush it off. DO NOT rub forcefully or use any liquid to remove toner from clothing, the toner may permanently fuse to clothing.

Solution ID TAUS0606117EN***Solution Usage** 23**Description**

The universal tray does not lift the paper or the copier does not recognize the universal cassette..

Solution

PROBABLE CAUSES:

1. The contact detect actuator or the paper detect actuator is bent or cracked causing it to remain in the tray upper limit detecting photosensor (PD1), falsely detecting that the paper has lifted.

Remove the paper feed unit (p/n 40AA-4000) to inspect the contact detect (p/n 40AA40082) and paper detect (p/n 40AA40073) actuators. Replace either, if cracked or malformed.

2. The paper regulating (L) plate is broken where the upper, middle, and lower paper detect actuators make contact.

Replace the paper regulating (L) plate (p/n 40AA47105).

CAUTION:

After reinstalling a repaired or new PFU, perform the following:

1. Power the copier OFF.
2. Withdraw all trays of the main body and drawerbase.
3. Access the 47 multimode (power the main switch ON while pressing 4 and 7 simultaneously), output code 21, press P-01-P.
4. Press the START PRINT button.
5. Wait for a few seconds, and then press the STOP/CLEAR button.
6. Using the numeric keypad, press P-03-P.
7. Press the START PRINT button.
8. Wait for a few seconds, and then press the STOP/CLEAR button.
9. Power the main switch OFF/ON to exit the 47 mode.

This adjustment ensures that the motor drive is properly aligned and meshed.

Note: To prevent any damage, carefully handle the paper detect actuator.

Solution ID TAUS0606583EN***Solution Usage** 23**Description**

PLEASE UNLOAD DUPLEX TRAY message when a duplex mode (1:2 or 2:2) is selected.

Solution

CAUSE: Paper remains in the ADU.

SOLUTION: To clear the message, perform the following:

1. Pull out the drawer labeled ADU.
2. Pull up on the ADU top cover (bright green decal designates area to hold when lifting the cover).
3. Remove paper.
4. Lower the ADU cover and push in the ADU drawer.

Solution ID TAUS0611819EN*

Solution Usage 22

Description

Copier returns to standby (READY TO COPY) in the middle of the copy run with no error code or jam indication.

Solution

CAUSE: The paper feed driving shaft is bent, binding the contact detect actuator (p/n 40AA40082). This, in turn, inhibits movement of the paper detect actuator (p/n 40AA40073).

SOLUTION: Remove the paper feed assembly and replace the paper feed driving shaft (p/n 40AA40160).

CAUTION:

After reinstalling a repaired or new PFU, perform the following:

1. Power the copier OFF.
2. Withdraw all trays of the main body and drawerbase.
3. Access the 47 multimode (power the main switch ON while pressing 4 and 7 simultaneously), output code 21, press P-01-P.
4. Press the START PRINT button.
5. Wait for a few seconds, and then press the STOP/CLEAR button.
6. Using the numeric keypad, press P-03-P.
7. Press the START PRINT button.
8. Wait for a few seconds, and then press the STOP/CLEAR button.
9. Power the main switch OFF/ON to exit the 47 mode.

This adjustment ensures that the motor drive is properly aligned and meshed.

Note: To prevent any damage, carefully handle the paper detect actuator.

Solution ID TAUS0611408EN*

Solution Usage 18

Description

Intermittent F34-x, F35-x and F36-x during operation.

Solution**PROBABLE CAUSES:**

1. The ADU DB is damaged, causing erratic fuser error codes and TH1 to intermittently open.

Replace the ADU DB (p/n 40BA-9060).

To clear fuser codes, perform the following:

- a. Access the 25 mode (power the machine OFF, hold down the 2 and 5 keys and power the machine ON).
- b. Select [1: Software switch set mode?] and press the OK key.
- c. Set the software switches as follows (press the OK key to enter the new data):
 - 3-5 to 0: resets F34 code
 - 3-6 to 0: resets F35 code
 - 3-7 to 0: resets F36 code
- d. Power the machine OFF then ON to exit the 25 mode.

2. On the ADU DB there are tray size detect switches which receive vibration from the paper feed tray during copier operation. CN44 of the ADU DB and the connector terminal of the main wiring contact each other due to the vibration, resulting in contact failure and possible connector damage.

Replace the ADU DB with the modified style (p/n 40BA-9060) .

Notes:

1. Refer to 2230/2330/3240/3340 Technical Bulletin #13 .
2. To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at: [\[\[http://www.adobe.com/products/acrobat/readstep2.html| URL http://www.adobe.com/products/acrobat/readstep2.html\]\]](http://www.adobe.com/products/acrobat/readstep2.html)

* Trademark ownership information

Solution ID TAUS0605874EN*

Solution Usage 16

Description

ALL TRAYS ARE EMPTY PLEASE LOAD PAPER message on the control panel with paper loaded in the trays.

Solution**PROBABLE CAUSES:**

1. No paper detection by the ADU DB.

Check the ADU DB connectors for a loose connection or a short to ground. Verify the operation of the paper detect sensors in the 47 multimode, input code

10. press P-01-P (for tray 1) through P-05-P (for tray 5). If a change of state occurs for each sensor, and the problem persists, replace the ADU DB (p/n 40BA-9071).

2. Incorrect destination settings in the 25 mode software dipswitches, resulting in the trays not raising. Note: They may raise when copier is powered ON.

SOLUTION: Perform the following steps to change 25 mode dipswitches:

1. Power the copier OFF.
2. Access the 25 mode (hold down the 2 and 5 keys while powering the copier ON). Display indicates [1: Software Switch Set Mode?].
3. Press the OK key.
4. Press the left up-arrow key once.
5. Press the right up-arrow key 7 times. Display indicates [02-07: 0(?)].
6. Press the ON/OFF key to change (?) to (0).
7. Press the left and right up-arrow keys once. Display indicates [03-00: 0(?)].
8. Press the ON/OFF key to change (?) to (0).
9. Press the right up-arrow key once. Display indicates [03-01: 0(?)].
10. Press the ON/OFF key to change (?) to (0).
11. Press the right up arrow key once. Display indicates [03-02: 0(?)].
12. Press the ON/OFF key to change (?) to (1).
13. Switch copier OFF/ON to exit the 25 mode.

Solution ID TAUS0606387EN*

Solution Usage 15

Description

Unable to complete the Toner Control IF Voltage adjustment. The message may indicate COMPLETE after the adjustment has run for only a few seconds (the developer should be agitated for approximately one minute).

Solution

PROBABLE CAUSES:

1. The cleaning blade is not set in the correct position. Insufficient cleaning of the drum surface results, and the drum is coated with toner during the Toner Control IF Voltage adjustment. Install the cleaning blade so that it contacts the drum and ensure correct operation. To reposition the cleaning blade perform the following procedure:
 - a. Remove the drum carriage.
 - b. Remove the two cleaning blade mounting screws.
 - c. Lubricate the drum surface with setting powder or toner.
 - d. Lower the cleaning blade against the drum surface.
 - e. Install the mounting screws in the top holes.
 - f. Physically drive the drum toward the developing unit.
 - g. Perform the Toner Control IF Voltage adjustment (see below) again.

Note: If the IF voltage adjustment still does not run to completion, replace the developer.

2. Toner has deposited on the toner control sensor (TCS). Check the TCS (p/n 40AA-9181) on the drum carriage for toner contamination. Check for loose connectors or pins on the TCS (CN64), the drum carriage (CN60) and the main CB (CN43). Check for loose connectors on the toner CB and at the drum carriage. On the ADU DB, the voltage at CN43-B7 should read 0.4V DC. The voltage at CN43-B8 should read 3.7V DC.

TONER CONTROL IF VOLTAGE ADJUSTMENT

Be sure to perform the following adjustment after adding developer to the developing unit:

1. While pressing the 3 and 6 keys simultaneously, power ON the copier.
2. Press the OK key.
3. Press the F3 (NEXT) key to display HV adj. (toner control IF voltage) on the screen.
4. Press the OK key.
5. Press the F2 (START) key. The copier will halt after the developing unit rotates for approximately one minute.
6. Power the copier OFF.

Caution: The above adjustment should precede all others.

Solution ID TAUS0606156EN*

Solution Usage 14

Description

How to program platen default paper sizes.

Solution

To program the machine to default to a specific paper size (APS and AMS turned OFF) when the RADF is lifted, perform the following:

1. Access the key operator mode (power ON, while pressing the OK key)
2. Scroll (using the arrow keys) to [8: Memory switch setting] and press the OK key.
3. Scroll (using the arrow keys) to [11: Platen APS] and press the OK key.
4. Press either arrow key until OFF is displayed, then press the OK key.
5. Power the machine OFF to exit the help mode.
6. Access the 25 mode (power the copier ON while holding down the 2 and 5 keys).
7. Select [1: Software switch set mode?] and press the OK key.
8. Scroll to, and set the software dipswitches as the follows (press the OK key to enter the new data):
 - 6-0 to 1 (platen APS switching to 8.5x11); 6-0 to 0 for 5.5x8.5R
 - 8-1 to 1 (no AMS selection when APS released)

9. Set software dipswitches 8-4, 8-5 and 8-6 to select the tray with the paper size you desire. Use the matrix below to determine which values to input to select a specific tray.

DIPSW		TRAY
8-4 to 0	8-5 to 0	8-6 to 0: No preference
8-4 to 0	8-5 to 1	8-6 to 1: Bypass tray
8-4 to 1	8-5 to 0	8-6 to 0: Tray 1
8-4 to 0	8-5 to 1	8-6 to 0: Tray 2
8-4 to 1	8-5 to 1	8-6 to 0: Tray 3
8-4 to 0	8-5 to 0	8-6 to 1: Tray 4
8-4 to 1	8-5 to 0	8-6 to 1: Tray 5

10. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0606807EN*

Solution Usage 14

Description

DF309, not recognized by the main body.

Solution

PROBABLE CAUSES:

1. Intermediate CN100 on the main body is not fully connected. CN100 supplies the DC voltage and serial data to the DF309 CB. Reconnect CN100 on the main body.

2. Failure of the RADF open/close detecting sensor (PS306).

To test the operation of the open/close detecting sensor, perform the following:

- Power the copier OFF.
- Enter the 47 multimode (hold down the 4 and 7 keys while powering the copier ON), input code 60, press P-01-P.
- I/O CHECK MODE is displayed at the top of the LCD. With the RADF lowered (covering the platen glass), the state of the open/close detecting sensor is indicated as (IN : H)
- When the RADF is raised (platen glass is exposed), the display indication changes to (IN : L).
- Clean or replace PS306 (p/n 12QV85510) if it fails to change state.

3. A loss of 5V DC on the RADF CB due to an open IP1.

To verify, perform the following:

- Measure the voltage at TP9 (5V DC) on the RADF CB.
- If no 5V DC is present, measure the voltage at CN101-4 on the RADF CB.
- If 5V DC is present, IP1 on the RADF CB is open and the RADF CB (p/n 12QV-9012) must be replaced.

Note: TP9 is located on the lower left corner of the board as viewed from behind the machine.

4. CN10 on the main CB is not fully connected.

Reconnect CN10 on the main CB.

Note: The main CB is located in the operation unit below the LCD assembly.

Solution ID TAUS0606829EN*

Solution Usage 14

Description

Jam position 7 when paper is fed from the ADU.

Solution

PROBABLE CAUSES:

1. The paper feed connecting roller (p/n 40AA45251) is soiled. Copies fail to reach the registration rollers at the proper time. Clean the connecting roller and verify proper operation during duplex mode.

2. If pressing on the upper conveyance door resolves the jam, the tension on the upper conveyance idler rollers (2) is loose. Increase the spring tension provided by the shaft holder springs (p/n 40AA40400).

3. The paper feed loop adjustment for the ADU is not set to a value that allows proper paper feed. Perform the paper feed loop adjustment:

- Enter 36 mode by holding down the 3 and 6 keys while powering ON the machine.
- Use the up arrow (F2) until 2. Timing adjustment mode is displayed. Press the OK key.
- Use the up arrow (F2) until 7. Paper loop adjustment is displayed. Press the OK key.
- Use the next key (F3) until the desired setting is reached (example: tray1/ADU: small).
- Enter the setting value using the quantity keys and press the OK key to set the value.
- Press the test key (F2) to switch into test copy mode.
- Run a test copy to verify proper adjustment.
- To return to the adjustment screen, press P and stop/clear at the same time.
- Repeat steps 5 through 8 until desired setting is obtained.
- Power the machine OFF/ON to exit the 36 mode.

Solution ID TAUS0610707EN*

Solution Usage 14

Description

F36-1 at power up.

Solution

PROBABLE CAUSES:

1. A failed DCPS.
Replace the DCPS (p/n 40AA84511).

2. The thermistor failed.
Replace the thermistor (p/n 25FA88420).

Solution ID TAUS0606501EN*

Solution Usage 13

Description

Jam position 3 during copier operation.

Solution

PROBABLE CAUSES:

1. The clutch lock gear and clutch base gear on the lower base unit are covered with packing grease.
Remove the packing grease on the clutch lock gear and the clutch base gear (p/n 540077021 and 40AA40340, respectively). These clutches are located on the base unit. For locations of the clutches refer to the 2233/2330 Parts Catalog (8/97), page 69, references 26 and 27.

2. The DB606A paper feed motor (M401) is misfeeding or not feeding at the proper speed.
Perform the following setup adjustment:
a. Power the copier OFF.
b. Withdraw all trays of the main body and drawerbase.
c. Access the 47 multimode (power the copier ON while pressing the 4 and 7 keys simultaneously), output code 21, press P-03-P.
d. Press the START/PRINT button.
e. Wait for a few seconds, and then press the STOP/CLEAR button.
f. Power the copier OFF/ON to exit the 47 mode.

This adjustment ensures that the motor drive is properly aligned and meshed.

Solution ID TAUS0607242EN*

Solution Usage 13

Description

COPYING IN PROGRESS is indicated at the start of the copy cycle.

Solution

PROBABLE CAUSES:

1. A piece of paper is jammed in the sorter (ST103).
Slide the sorter away from the copier. The sorter jam should be visible. Remove the paper jam. Also lift the green latch and open the sorter door. Inspect for a paper jam and remove as needed.

2. The sorter (ST103) is unable to reset to home position. A staple has wedged into the open/close cam drive gears which are driven by the gate motor (M202). The open/close cam is not turning which prevents the actuation of the home position sensor (PS203).
Remove the staple or other foreign debris from the open/close cam drive gears.

Notes:

- The copier will function fine if the ST103 is disconnected from the main body.
- The open/close cam is located on the front of the ST103. It is the shaft that runs from top to bottom and has 9 white cams attached. Its drive gears are located at the bottom of the shaft.
- PS203 is the inside sensor located on the top of the open/close cam.
- PS203 should be flagged when the ST103 is home position.

Solution ID TAUS0607188EN*

Solution Usage 12

Description

Intermittent F51-2.

Solution

PROBABLE CAUSES:

1. Front door opens during copy mode.
Ensure that the front door closes securely, and check MS1 (p/n 40AA85010) using 47 mode, input code 41. Replace the interlock switch (MS1) as needed.

2. Poor AC line voltage supplied at outlet. Multiple devices may be sharing the same AC line (i.e., duplicator, air conditioner, water cooler, etc.).
Connect the copier to a dedicated AC outlet, adhering to the following specifications:

Voltage: 115V AC \pm 10% (dedicated line recommended)

Current: 15A

Frequency: 60 Hz \pm 2.5Hz

Grounding: Isolation recommended

Note: A dedicated AC line with an isolated ground is strongly recommended. A dedicated line mandates the exclusive use of an electrical branch circuit where the receptacle grounding terminal is grounded by an insulated grounding conductor that is isolated from the receptacle mounting hardware (per

National Electrical code, article 250-74, exception no. 4).
Termination: NEMA Type 5-15R receptacle (125V AC, 2-pole, 3-wire, grounded).

Solution ID TAUS0606082EN*

Solution Usage 11

Description

Light copies.

Solution

CAUSE: The copier was moved with toner loaded in the toner hopper causing the toner to be packed binding the toner motor (M4), or M4 has failed. ICP3 opens on the OCDB causing a loss of 24V DC to the toner motor.

SOLUTION: Ensure that the toner is not packed in the hopper. Replace OCDB (p/n 40AA-9051) and M4 (p/n 40AA80030) if necessary.

Solution ID TAUS0606754EN*

Solution Usage 11

Description

The LCD messages are in Japanese.

Solution

CAUSE: Incorrect software dipswitch settings for language display.

SOLUTION: To set the machine to display English language:

1. Access the 25 mode (turning the machine ON while pressing the 2 and 5 keys, then pressing the OK key).
2. Use the function keys below the display window to access and set the following software dipswitches to display English language:
 - 2-0 set to 0
 - 2-1 set to 0
 - 3-0 set to 0
 - 3-1 set to 0
 - 3-2 set to 1

Solution ID TAUS0606896EN*

Solution Usage 11

Description

Toner marks on copies in no particular pattern. Intermittent jam position 9 during copier operation. Wrinkled or creased copies. Partial fusing.

Solution

PROBABLE CAUSES:

1. Fusing unit cleaning web assembly drive is binding due to a worn fuser coupling gear (coupled to the fuser input gear). Loss of drive to the cleaning web take-up roller (wind-up shaft) results. Additionally, the fuser upper roller has a toner buildup due to insufficient cleaning, and this may cause jams. Inspect the black plastic frame of the web assembly for excessive warping. Ensure that the fuser coupling gear retaining plate (driving holder plate, p/n 40AA53320) is not inhibiting gear movement. If the black plastic of the fuser top plate is warped or damaged, replace the fuser top plate (p/n 40AA53025), the driving pressure spring (p/n 40AA53532), and install the new fuser coupling casing (p/n 40AA53571). Also, replace the worn fuser coupling gear (p/n 40AA77242) and the fuser input gear (p/n 40AA77231) as a set.

Notes:

- a. The coupling part of the fuser top plate (fuser coupling casing) requires four (4) longer screws (p/n 00Z183081) to attach the driving pressure spring and holder plate.

Clean or replace the fuser upper roller (p/n 40AA53030) as needed.

- b. The serial number cut-in is 35GE03351.

2. The screws that secure the fuser top cover (p/n 40AA53025) may be installed incorrectly. The mounting screws are different lengths and, if installed in the incorrect location, may damage a lower fusing unit frame mounting boss. Install the black screws on the exit side of the fixing unit and the brass screws on the entrance side. The lower fusing unit frame is not available as a part. If a mounting boss is broken, the complete fusing unit (p/n 35FE-5301) must be ordered.

Note: Fuser pressure MUST be released prior to removal or installation of the top cover or damage may occur.

Solution ID TAUS0607262EN*

Solution Usage 11

Description

F10-1 shortly after the START PRINT key is pressed.

Solution

CAUSE: The T/S corona unit is arcing to frame ground.

SOLUTION: To check the T/S corona for arcing, perform the following:

1. Remove the T/S corona from the machine and run a copy. If the F10-1 code still occurs, the main charge corona should be considered as a source for the arcing. If the F10-1 code does not occur, then the T/S corona is the source of the arcing.
2. Inspect the T/S corona for a properly installed corona wire, properly attached corona wire tension spring, and any signs of arcing at the blocks. Repair as necessary, if replacement is required order (p/n 35FA-2600).

Solution ID TAUS0605062EN***Solution Usage** 9**Description**

F51-2 at power up.

Solution

CAUSE: Main motor (M1) failure. Verify M1 operation using the 47 mode, output code 40.

SOLUTION: Replace M1 assembly (p/n 40AA-1600).

Solution ID TAUS0606337EN***Solution Usage** 9**Description**

F35-2 shortly after power up.

Solution

PROBABLE CAUSES:

1. TS1 is open.

Ensure that the upper fixing temperature sensor (TH1) is in its proper position. The entire surface of TH1 should be touching the upper roller. Verify continuity across TS1. Replace TS1 (p/n 25SA88420) as necessary. TS1 and its wiring should NOT touch the upper roller.

2. L3 is open.

Replace L3 (p/n 35FE83030).

Solution ID TAUS0606498EN***Solution Usage** 9**Description**

F10-1 at power up.

Solution

CAUSE: The operation LCD assembly has failed.

SOLUTION: Reseat CN11 and CN13 on the operation LCD assembly (on the operation panel) and inspect the wiring harness to ensure that no wires are pinched. If problem persists, replace the operation LCD assembly (p/n 35FE-7100).

Solution ID TAUS0605068EN***Solution Usage** 8**Description**

ST103 will not fit on a plain base.

Solution

CAUSE: This plain stand (PCUA 947439) was originally designed for the 3240/3340 copiers, which are not configured for the ST103 (PCUA 947145). Based on the 2230/2330 having the same footprint as the 3240/3340, the plain stand was designated for these machines. However, there are no cut outs for the ST103 brackets on older production versions of this stand.

SOLUTION: The stands have been modified to accommodate this sorter. The modified stands can be identified by a red dot on the stand shipping box. All stands in boxes labeled 2230/2330/3240/3340 copier stand have also been modified.

Solution ID TAUS0605230EN***Solution Usage** 8**Description**

How to program copy quantity limit.

Solution

To program the copy quantity limit, perform the following:

1. Power the machine OFF.

2. Access the 25 mode, (power the machine ON, while pressing the 2 and 5 keys).

3. Press the OK key.

4. Press the leftmost UP key eight times, until 09 is displayed on the far left of the LCD.

5. Use the matrix below to determine which value inputs at DIPSW9 (bits 0, 1, 2, and 3 should be entered to select the copy quantity limit desired by the customer):

9-0 to 00 9-1 to 00 9-2 to 00 9-3 to 00: No limit

9-0 to 01 9-1 to 00 9-2 to 00 9-3 to 00: Copy limit = 1

9-0 to 00 9-1 to 01 9-2 to 00 9-3 to 00: Copy limit = 3

9-0 to 01 9-1 to 01 9-2 to 00 9-3 to 00: Copy limit = 5

9-0 to 00 9-1 to 00 9-2 to 01 9-3 to 00: Copy limit = 9

9-0 to 01 9-1 to 00 9-2 to 01 9-3 to 00: Copy limit = 10
 9-0 to 00 9-1 to 01 9-2 to 01 9-3 to 00: Copy limit = 20
 9-0 to 01 9-1 to 01 9-2 to 01 9-3 to 00: Copy limit = 30
 9-0 to 00 9-1 to 00 9-2 to 00 9-3 to 01: Copy limit = 50
 9-0 to 01 9-1 to 00 9-2 to 00 9-3 to 01: Copy limit = 99

6. Press the ON/OFF key to input the desired setting of 00, or 01 for bit location 00.
7. Press the up key which is 2nd from the left side of the LCD once, until 01 is displayed to the right of 09.
8. Repeat the procedure in steps 6 and 7 for dipswitches 9-1, 9-2, 9-3.
9. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0606166EN*

Solution Usage 8

Description

ST104 compatibility, 2330.

Solution

The ST104 (PCUA 947147) 10-bin stapling sorter is not compatible with the 2330. The compatible stapling sorter is the ST217 (PCUA 947492).

Solution ID TAUS0606373EN*

Solution Usage 8

Description

DF309, jam at position 13, MISHANDLED PAPER LIFT RADF AND REMOVE ORIGINAL message when using the RADF. A high-pitched noise may also be evident.

Solution

PROBABLE CAUSES:

1. One of the belt regulating shaft holders (p/n 12QV45180) is out of position riding on top of the conveyance belt. Reposition the belt regulating shaft holder to the side of the belt and ensure that the belt tracks properly using 47 multimode, output code 60, press P-04-P to run the conveyance motor.

2. The conveyance belt (p/n 12QV45040) is not rotating, due to a cracked original conveyance plate.

To check the operation of the conveyance belt, perform the following:

- a. Power the copier OFF.
- b. Access the 47 multimode (power the copier ON, while pressing the 4 and 7 keys), output code 60, press P-03-P.
- c. Press the START/PRINT key, the conveyance motor (M302), should rotate the conveyance belt clockwise at high speed.
- d. If the conveyance motor (M302), makes a whining noise and the conveyance belt fails to rotate, the system is experiencing a bind.
- e. Remove the 6 conveyance mounting screws (p/n 12QV45150) from the conveyance plate and then remove it from the RADF.
- f. Check the operation of the conveyance motor (M302), with the conveyance plate removed. If it now rotates freely, the conveyance plate assembly is the cause of the bind. Thoroughly inspect the conveyance plate for cracks. Replace the conveyance plate (p/n 12QV45010) as necessary.

Note: The conveyance belt driven roller bearing holders may break due to a combination of excessive oil applied to the bearing and low temperatures. Modified conveyance belt roller bearings have been installed on DF309 units above s/n 12QW16872. On DF309 units below s/n 12QW16873 perform the following procedure during setup:

- I. Remove the conveyance belt, and original conveyance plate (bottom).
- II. Remove the two bearings from the exit side conveyance belt roller.
- III. Thoroughly clean the bearings with alcohol.
- IV. Reinstall bearings, plate, and belt.

3. The one-way drive gears are slipping on the regist driving roller shaft. This causes the roller to intermittently loose drive. The paper may have slightly folded or nicked areas at the lead edge when the jam occurs. Clean the one-way bearings and shaft with alcohol.

Note: Refer to page 8 and 9, Item #'s 1, 18 and 19 in the DF309 parts catalog for location.

Solution ID TAUS0606566EN*

Solution Usage 8

Description

Jam position 2 is flashing and jam position 7 is lit. The paper stops at the conveyance driven rollers in the paper feed unit.

Solution

CAUSE: The paper feed unit clutch lock gear and/or the clutch base gear are broken or have damaged teeth. These gears are responsible for providing drive to the paper conveyance rollers.

Solution: Remove and inspect the paper feed unit and paper conveyance roller drive gears to determine which has failed. Replace the following parts as needed: clutch lock gear (p/n 540077021) and clutch base gear (p/n 40AA40340).

Solution ID TAUS0606942EN*

Solution Usage 8

Description

ST217, PLEASE CALL SERVICE AND REPORT CODE 76-00 message at power up.

Solution

CAUSE: Stapler swing motor (M205) is out of position.

SOLUTION: Remove the motor and stapler unit, then reinstall them to their correct positions (refer to the ST217 service manual (8/96) pages 1-23 and 1-24). If the problem remains, replace the swing motor (p/n 12TA80030) and, if damaged, the drive link (p/n 12TA50020). The sorter CB (p/n 12TA87010) may also need replacing due to the bound stapler swing motor.

Solution ID TAUS0607386EN*

Solution Usage 8

Description

Jam position 7 with paper stopping at the second feed rollers.

Solution

CAUSE: A failed intermediate conveyance section photosensor (PS17).

SOLUTION: Note: There is no diagnostic code to check PS17. It can be checked at CN31-8 on the ADUDB. If the signal remains HIGH with no paper jammed, replace PS17 (p/n 552085510).

Solution ID TAUS0607398EN*

Solution Usage 8

Description

F43-2 (CVR abnormality) shortly after power up.

Solution

CAUSE: Failed DC power supply board (the CVR is incorporated within the DC power supply board).

SOLUTION: Replace the DC power supply board (p/n 40AA84511).

Solution ID TAUS0611704EN*

Solution Usage 8

Description

Recommended transparency, 2330.

Solution

The standard transparency is PCUA 946427 (equivalent to the 3M* type PP2500 688/503).

Note: Konica recommends feeding transparencies through the bypass tray to reduce the occurrence of misfeeding. If a sorter is used, see Technical Operations Bulletin #A13 & D12 for other available types of transparencies.

* Trademark ownership information

Solution ID TAUS0605955EN*

Solution Usage 7

Description

Front to rear zoning is 1/4 to a 1/2 inch out of position from all paper trays including bypass.

Solution

CAUSE: The lens unit is out of position front to rear.

SOLUTION:

1. Adjust the centering position of all the paper trays to the middle, allowing equal room for adjustment to the front and to the rear.
2. Adjust the front to rear position of the lens.
 - a. Power OFF copier.
 - b. Remove platen glass.
 - c. Remove the lens cover.
 - d. Scribe the position of lens support block (B) p/n 40AA61721 on to lens support block (A) p/n 40AA61711.
 - e. Loosen the 2 black screws on the left side of the lens unit that attaches lens support block (B) to lens support block (A).
 - f. The lens unit can now be shifted slightly to the rear or to the front to correct copy zoning.
 - g. Adjust each individual trays to fine tune the copy zoning position.

Solution ID TAUS0606519EN*

Solution Usage 7

Description

The key counter is not incrementing.

Solution

CAUSE: The installed ECM device caused the key counter circuit on the ADU DB to fail (an open ICP1 causes the loss of 24V DC to the key counter).

Note: The total counter is working.

SOLUTION: To confirm that ICP1 is open, check for 24V DC on CN35-1 of the ADU DB, then check for 24V DC on both sides of ICP1 with frame ground as your reference (ICP1 is located about a « inch to the left of CN35). If voltage (24V DC) is missing on one side of the ICP, replace the ADU DB (p/n 40BA-9071) .

Solution ID TAUS0606733EN*

Solution Usage 7

Description

DF309, the original is fed onto the platen glass, then COPY IN PROGRESS is displayed.

Solution

PROBABLE CAUSES:

1. Incorrectly installed EPROM on the main CB. Inspect each EPROM to ensure proper seating of each pin into the socket; reseal or repair as necessary.
2. Failed main CB. Replace the main CB (p/n 35FE-7100).

Solution ID TAUS0607848EN*

Solution Usage 7

Description

OPEN RIGHT SIDE COVER AND REMOVE PAPER message with no paper feed.

Solution

CAUSE: Improper operation of the first feed solenoid due to pressure applied by the solenoid return spring. No paper feed usually occurs after the unit sits idle for an extended period of time.

SOLUTION: Slightly stretch the return spring to lessen the pressure applied to the solenoid and verify operation.

Solution ID TAUS0607891EN*

Solution Usage 7

Description

The machine does not come to ready. The letter D is indicated in the upper left corner of the LCD.

Solution

CAUSE: The copier has shut down because the ADD TONER condition was present for more than 1500 copies.

SOLUTION: Add toner (PCUA 947234) to the copier. If toner is not immediately available, the shut down cycle count can be extended by performing the following:

1. Enter the 25 mode (power the copier ON while holding down the 2 and 5 keys).
2. Select [1: Software switch set mode?], and press the OK key.
3. Press the leftmost up arrow key three times, until 04 is displayed on the far left of the LCD.
4. Use the matrix below to determine which values to input at software dipswitches 4-2, 4-3, and 4-4 to control the shut down cycle count:
 4-2 (Copy stop when ADD TONER is indicated): 0 - disabled (default); 1- enabled
 4-3 to 00 4-4 to 00: 1500 copies
 4-3 to 01 4-4 to 00 2000 copies
 4-3 to 00 4-4 to 01 2500 copies
 4-3 to 01 4-4 to 01 3000 copies

Note: The D in the display is corrected by installing the latest EPROM level . With this EPROM installed, the display indicates the message TONER EMPTY/DO NOT COPY. Refer to 2230/2330/3240/3340 Technical Bulletin #7 for more detailed information.

Solution ID TAUS0606952EN*

Solution Usage 6

Description

How to program APS, 2330.

Solution

To program the APS function, perform the following:

1. Power the copier OFF.
 2. Access the Key Operator Mode, (power the copier ON, while pressing the OK key). [1: Initial setting] will be displayed on the LCD.
 3. Press the up key six (6) times until [8: Memory switch setting] is displayed on the LCD.
 4. Press the OK key.
 5. Press the up key ten (10) times until [11: Platen APS] is displayed on the LCD.
 6. Press the OK key.
 7. The current state of the APS function will be displayed in the LCD. Each time the down arrow is pressed, the ON/OFF status of APS will changed.
 8. After programming the desired setting, press the OK key, followed by the [PREV] key.
 9. Press the up key one more time. [12: RADF APS] will be indicated on the LCD.
 10. Program the desired setting, press the OK key, followed by the [PREV] key.
- Note: Verify that memory switches 13 through 17 (paper tray ATS/APS) are programmed ON/OFF as required.
11. Power the copier OFF/ON to exit the Key Operator Mode.

Solution ID TAUS0608020EN***Solution Usage** 6**Description**

Blurred copies; characters light and broken up.

Solution

CAUSE: Incorrect distance between the first and second V-mirror units, possibly due to the optics timing belt jumping teeth on the pulley.

SOLUTION: Align the first and second V-mirror units as outlined in the optics section of the 2230/2330/3240/3340 Service Manual (10/98), pages 2-16 to 2-19. The optics positioning jig (p/n 40AAJG020) is required to perform this adjustment.

Solution ID TAUS0608090EN***Solution Usage** 6**Description**

Part number for the fusing unit shell.

Solution

The fusing unit shell is not available as a separate part (grayed out in the Parts Catalog with no assigned part number). If this portion of the fusing unit is damaged, an entire fusing unit assembly (p/n 35FE-5301) should be ordered.

Solution ID TAUS0613881EN***Solution Usage** 6**Description**

A modified ADU drive board assembly has a connector on it. The original-style board had no connector.

Solution

CAUSE: The ADU drive board has been changed to prevent abnormal fixing failure codes (F36-1, F34-1, F34-2, and F35-1) caused by contact between CN44 and the connector of the main wiring assembly. The connector on the modified board is CN392.

SOLUTION: Refer to 2230/2330/3240/3340 Technical Bulletin #13 for additional detail and installation instructions.

Note: To view the link, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:

[[<http://www.adobe.com/products/acrobat/readstep2.html>]] URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0604910EN***Solution Usage** 5**Description**

How to enable mixed original mode at power up.

Solution

To have mixed original mode on all the time, perform the following steps;

1. Select mixed original mode from the application screen
2. Store the selection under job #12 in job memory
3. Access the key operator menu by holding down the OK button while turning the machine on
4. Select #8 from the key operator menu (memory switch)
5. Use the up arrow to memory switch #21 and turn on.

Mixed original mode will now be selected at power up.

Solution ID TAUS0605158EN***Solution Usage** 5**Description**

Jam position 10 (ADU) when copying in the 1:2 or 2:2 mode.

Solution

PROBABLE CAUSES:

1. A disconnected connector on the ADU drawer base.
Verify all connectors are connected.

2. When using 8.5x14 or 11x17 paper due to insufficient tension on the two white rollers that feed the paper into the ADU. These rollers are visible at the bottom when the left side cover is opened.

Ensure that the driven (B) springs (p/n 40BA48220) provide sufficient tension on the driven (A) rollers (p/n 40BA48190). Replace the springs if necessary.

Solution ID TAUS0605572EN***Solution Usage** 5**Description**

How to program the sort/staple mode selection when the auto key is pressed.

Solution

1. Access the key operator mode (hold the OK key and turn the machine ON).
2. Scroll to #5: Output mode and press the OK key.
3. Use the up/down arrows to change the current setting. Available settings are:
 - 1: Non-sort.
 - 2: Sort.
 - 3: Staple.
 - 4: Group.
4. Press OK to complete the setting. Press F4 (previous) to restore the Key Operator Mode screen.
5. Turn the power OFF, then ON to exit the key operator mode.
6. Verify desired operation.

Solution ID TAUS0605661EN*

Solution Usage 5

Description

Tray 2 not recognized.

Solution

CAUSE: Loose connection (CN301) on the ADU DB.

SOLUTION: Reseat CN301.

Solution ID TAUS0605732EN*

Solution Usage 5

Description

How to program the auto reset timer.

Solution

Perform the following:

1. While pressing OK, turn power ON.
2. Press F1 or F2 (down or up arrows) to display item 8: Memory switch setting, and press OK. The memory switches can now be accessed.
3. Item 1: Auto Reset Timer is displayed.
4. Press OK.
5. Select the desired auto reset times:
 - a. OFF (default)
 - b. 30 seconds
 - c. 1 minute
 - d. 1.5 minutes
 - e. 2 minutes
 - f. 2.5 minutes
 - g. 3 minutes

Solution ID TAUS0606173EN*

Solution Usage 5

Description

Jamming in various locations (exit, sorter, ADU), or multiple sheet feeding from the ADU.

Solution

CAUSE: The ADU DFP roller has developed a flat spot.

SOLUTION: The ADU feed system has been modified to increase the life expectancy of the rollers in the ADU up to 100,000 actual copies.

Replace the following parts:

- | p/n | description |
|--------------|------------------------|
| 1. 40BA51310 | Paper Feed Roller |
| 2. 40BA51301 | DFP Roller |
| 3. 40BA51241 | Paper Feed Guide Plate |
| 4. 40BA51261 | Guide Sheet/A |

Note: Parts 1 and 2 must be replaced as a set; and parts 3 and 4 must also be replaced as a set. However, the newer version of parts 1 and 2 can be combinew with the older version of parts 3 and 4, and vice versa.

A technical bulletin will be issued for this enhancement.

Solution ID TAUS0607453EN*

Solution Usage 5

Description

DF309, jam position 13 at power up.

Solution

CAUSE: PS302 is dirty, blocked by paper, or has failed.

SOLUTION: To check PS302 in diagnostics, perform the following:

1. Access the 47 multimode (power the copier ON while pressing the 4 and 7 keys), input code 62, press P-0-2-P.
2. The display should change from HI to LO as PS302 is blocked with a piece of paper.
3. Power the copier OFF/ON to exit the 47 mode.

If the display stays LO and PS302 is not dirty or blocked by paper, disconnect CN104-B2 from the RADF CB. The pin for CN104-B2 on the RADF CB should be HI. If it is not HI, replace the RADF CB. Check the wiring from CN104-B2 to PS302 for a short to ground. Check the 5V DC (CN121-3) and the GND (CN121-1) at PS302. If all of the above are confirmed, replace PS302 (p/n 25AA85510).

Solution ID TAUS0607550EN*

Solution Usage 5

Description

ST217, how to add staples.

Solution

To add staples, perform the following:

1. Pull the handle at the top of the sorter, then pull the sorter away from the main body.
2. Lift the stapler cartridge slightly, then pull it toward the main body.
3. Remove the packing material from the new cartridge.
4. Load the new stapler cartridge.
5. Perform multiple manual staple operations to verify proper operation.

Solution ID TAUS0611416EN*

Solution Usage 5

Description

ST217, jam position 12 in sort, sort/staple or group mode.

Solution

CAUSE: One or more of the tabs at base of the top bin is bent in toward the sorter paper exit section. These tabs are catching on the paper exit section unit as the bins try to rise in the sort mode.

SOLUTION: Reform the tabs at the base of the top bin so there is clearance between it and the sorter paper exit section.

Solution ID TAUS0600425EN*

Solution Usage 4

Description

The developing unit does not rotate when performing the toner control IF voltage adjustment. COMPLETE message immediately after initiating the adjustment.

Solution

CAUSE: The developing unit rotation time setting has been programmed for no rotation.

SOLUTION: To adjust the developing unit rotation time setting, perform the following:

1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Press the OK key.
4. Press the furthest to the left up-key three (3) times, until 04 is displayed on the far left of the LCD.
5. Use the matrix below to determine which value inputs at DIPSW4, bits 6 and 7 should be entered to select the rotation time desired:

4-6 to 00	4-7 to 00: No rotation
4-6 to 01	4-7 to 00: 60 seconds rotation
4-6 to 00	4-7 to 01: 120 seconds rotation
4-6 to 01	4-7 to 01: 180 seconds rotation
6. Press the up-key which is second from the left side of the LCD six (6) times, until 06 is displayed to the right of 04.
7. Press the ON/OFF key to input the desired setting of 00, or 01 for bit location 06.
8. Press the up-key which is second from the left side of the LCD one (1) time, until 07 is displayed to the right of 04.
9. Press the ON/OFF key to input the desired setting of 00, or 01 for bit location 07.
10. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0605803EN*

Solution Usage 4

Description

ST216, when duplexing 11x17, paper jams at the sorter entrance. All other paper sizes feed normally when duplexed. The 11x17 paper feeds normally in 1:1.

Solution

CAUSE: Paper curl causes 11x17 to catch on the flapper assembly (p/n 12TK-4510). The indexer is not adjusted high enough to have the flapper correctly positioned.

SOLUTION: Perform the indexer height adjustment. To properly adjust the indexer position, perform the following:

1. Power copier OFF.
 2. Remove the front and rear covers.
 3. On the sorter CB, set dipswitches SW1-1, SW1-2 and SW1-3 to the ON position.
 4. Ensure both sorter interlocks are closed (PS208 and MS201).
 5. On the sorter CB, press and hold PSW1 while powering ON the main body (code 70-00 will occur; this is normal).
 6. Release PSW1, then press and release it one time. The indexer will lower to the adjustment position (approximately at the 4th bin).
 7. Open the conveyance section.
 8. Insert the indexer positioning shaft adjustment tool (p/n 7050K0020) into the access hole on the rear side frame of the sorter. The hole is located to the right of the conveyance door interlock switch (MS201). The shaft should be positioned under the indexer and into another hole in the front side frame.
- Note:** The indexer positioning tool is the same tool used for optics alignment on the 7050.
9. Rotate the indexer motor encoder plate to lower the indexer until it contacts the adjustment shaft.
 10. Loosen the fixed screw located on the front side of the indexer.
 11. Slide the front of the indexer up or down until it is positioned parallel with the adjustment shaft. Retighten the indexer fixing screw.
 12. Loosen the screw that secures the PS203 4-slot encoder plate and adjust the 4-slot encoder plate until LED 1 is lit. Retighten the encoder plate.
- Note:** Either or both interlock sensor/switch (PS208/MS201) must be opened during this adjustment.
13. Remove the indexer positioning shaft and reset all 3 SW1 switches to the OFF position.
 14. Power copier OFF/ON to return to the normal mode.

Solution ID TAUS0605943EN*

Solution Usage 4

Description

Code 99-00 at power up, or copies are blurred.

Solution

Note: 99-00 is listed as SC99 in the service manual.

CAUSE: Improperly installed key counter wiring harness. A shorted or pinched 24V DC source wire may result in 99-00 codes (ADU indexer abnormality). Blurred copies may result if the second V-mirror home position flag contacts the key counter wiring harness while scanning. This primarily occurs in 50% reduction mode.

SOLUTION: Repair the damaged wiring or replace the key counter receptacle. Position any excess wiring away from the mirror assembly and secure it to the frame with electrical tape or a self adhesive wire clamp.

Solution ID TAUS0606777EN*

Solution Usage 4

Description

Blank copies and erratic operation.

Solution

CAUSE: Corrupted memory.

SOLUTION: Perform memory initialization (contact Technical Support for procedure).

Solution ID TAUS0606836EN*

Solution Usage 4

Description

PLEASE CLOSE TOP RIGHT SIDE COVER message. Cover is closed.

Solution

CAUSE: The open door photosensor (PS14) actuator on the paper feed door is damaged or the door is not fully closed. This actuator is a molded plastic piece on the door (upper front corner).

SOLUTION: Ensure that the door is tightly closed. If the actuator is damaged, replace the paper feed door (p/n 40AA12081).

Solution ID TAUS0606879EN*

Solution Usage 4

Description

ENTER ECM PASSWORD is displayed and the ECM master passcode and key operator passcode that appear in memory do not work.

Solution

CAUSE: Incorrect data is stored in 25 mode memory.

SOLUTION: Enter zeros in both the key operator passcode setting and the ECM passcode setting to eliminate false characters in the memory. Program new passcodes and check all of the memory settings. Check the copier for high voltage arcing and other causes that could rewrite the memory. This procedure is also necessary when replacing the operation board.

Solution ID TAUS0607021EN***Solution Usage** 4**Description**

PLEASE LOAD 8.5x11or 8.5x14 PAPER message, and 8.5x11or 8.5x14 originals fed from the RADF are ejected with APS selected. Both paper sizes are loaded in the machine.

Solution

CAUSE: Incorrect memory switch settings in the key operator mode.

SOLUTION: Use Key Operator Mode, Memory Switch Setting (8) and select the following settings:

Switch Number	Setting
12: RADF APS	ON
13: ATS/APS (Tray 1)	ON
14: ATS/APS (Tray 2)	ON
15: ATS/APS (Tray 3)	ON
19: RADF AMS	ON

Note: See Konica 2230/2330 Users Manual pg. 9-39.

Solution ID TAUS0608460EN***Solution Usage** 4**Description**

ST217, conveyance motor runs continually, or does not operate. The sorter cannot be selected.

Solution

PROBABLE CAUSES:

1. Conveyance motor continually runs due to a loss of 5V DC from the ST217 DCPS (transformer board). F102 (0.4A fuse) is open. This fuse has been upgraded to eliminate the open condition that can occur in certain situations. Check for 5V DC at CN102-3 of the sorter transformer board. If not present, remove the connector and check directly off of the pin. Check all 5V DC loads off of the sorter CB for shorting to ground. If F102 is open, replace it with a 0.8A (250V) slow-blow, or replace the sorter transformer board (p/n 12TA84510) using the warrantee procedures outlined in ST217 Technical Bulletin #1 which is a mandatory modification.

Note: Ensure that the front and rear elevation auxiliary pins (p/n 12TA48060) or the bin guide plate (front p/n 12TA48020 and rear p/n 12TA48030) are not bent or binding; replace or lubricate (thoroughly clean the area to be lubricated) as required.

If no results, replace the sorter CB (p/n 12TA87010).

See Technical Education Bulletin #7A regarding lubricant applications.

2. No sorter conveyance because fuse F3 on the sorter CB is open. F3 fuses the M201 (conveyance) driver circuit. Replace the sorter CB (p/n 12TA87010).

3. No sorter conveyance because of a failed or binding M201 (conveyance). The sorter CB may also be damaged and require replacement. Loosen the motor drive belt tension. If the problem still occurs, replace the motor (p/n 12TA80020) and sorter CB (p/n 12TA87010) at the same time.

Solution ID TAUS0610351EN***Solution Usage** 4**Description**

F52-1 at power up.

Solution

CAUSE: A failed main body cooling fan motor 1 (M10).

SOLUTION: Replace M10 (p/n 40AA80510).

Notes:

1. M10 is located on the back of the machine directly behind the fuser unit.

2. The failed M10 may have been caused by a clogged ozone filter. Clean or replace the M10 ozone filter (p/n 40AA73050) as needed.

Solution ID TAUS0612112EN***Solution Usage** 4**Description**

ST216, jams when paper enters the second bin.

Solution

CAUSE: The sorter indexer is out of alignment.

SOLUTION: To properly adjust the indexer position, perform the following:

1. Power copier OFF.
2. Remove the front and rear covers.
3. On the sorter CB, set dipswitches SW1-1, SW1-2 and SW1-3 to the ON position.
4. Ensure both sorter interlocks are closed (PS208 and MS201).
5. On the sorter CB, press and hold PSW1 while powering ON the main body (code 70-00 will occur; this is normal).
6. Release PSW1, then press and release it one time. The indexer will lower to the adjustment position (approximately at the 4th bin).

7. Open the conveyance section.
8. Insert the indexer positioning shaft adjustment tool (p/n 7050K0020) into the access hole on the rear side frame of the sorter. The hole is located to the right of the conveyance door interlock switch (MS201). The shaft should be positioned under the indexer and into another hole in the front side frame.
Note: The indexer positioning tool is the same tool used for optics alignment on the 7050.
9. Rotate the indexer motor encoder plate to lower the indexer until it contacts the adjustment shaft.
10. Loosen the fixed screw located on the front side of the indexer.
11. Slide the front of the indexer up or down until it is positioned parallel with the adjustment shaft. Retighten the indexer fixing screw.
12. Loosen the screw that secures the PS203 4-slot encoder plate and adjust the 4-slot encoder plate until LED 1 is lit. Retighten the encoder plate.
Note: Either or both interlock sensor/switch (PS208/MS201) must be opened during this adjustment.
13. Remove the indexer positioning shaft and reset all 3 SW1 switches to the OFF position.
14. Power copier OFF/ON to return to the normal mode.

Solution ID TAUS0612581EN***Solution Usage** 4**Description**

How to program paper tray default when using book copy mode.

Solution

Book copy mode releases APS which causes the machine to default to a user selectable paper tray. If the default tray is not 8.5x11 or 11x17, book copy mode will not operate. Use the following procedure to allow the machine to select the tray containing 8.5x11 or 11x17 paper:

1. Enter the 25 mode (turn the copier ON while holding down the 2 and 5 keys).
 2. Select 1: Software switch set mode? and press the OK key.
 3. Press the leftmost up arrow key seven times, until 08 is displayed on the far left of the LCD.
 4. Use the matrix below to determine which values to input at software dipswitches 8-4, 8-5 and 8-6 to default to the paper tray containing 8.5x11 or 11x17 paper.
- | | | |
|-----------|-----------|--------------------------|
| 8-4 to 00 | 8-5 to 00 | 8-6 to 00: No preference |
| 8-4 to 01 | 8-5 to 00 | 8-6 to 00: Tray 1 |
| 8-4 to 00 | 8-5 to 01 | 8-6 to 00: Tray 2 |
| 8-4 to 01 | 8-5 to 01 | 8-6 to 00: Tray 3 |
| 8-4 to 00 | 8-5 to 00 | 8-6 to 01: Tray 4 |
| 8-4 to 01 | 8-5 to 00 | 8-6 to 01: Tray 5 |
| 8-4 to 00 | 8-5 to 01 | 8-6 to 01: Bypass tray |
5. Press the up arrow key (2nd from the left side of the LCD) four times, until 04 is displayed to the right of 08.
 6. Press the ON/OFF key to input the desired setting of 00, or 01.
 7. Press the up arrow key (2nd from the left side of the LCD) once, until 05 is displayed to the right of 08.
 8. Press the ON/OFF key to input the desired setting of 00, or 01.
 9. Press the up arrow key (2nd from the left side of the LCD) once, until 06 is displayed to the right of 08.
 10. Press the ON/OFF key to input the desired setting of 00, or 01.
 11. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0605721EN***Solution Usage** 3**Description**

Lines on copies at set up.

Solution

CAUSE: The cleaning blade was not set in the correct position so that the drum is being coated with toner during the IF voltage adjustment.

SOLUTION: Install the cleaning blade so that it contacts the drum and ensure correct operation. If the IF voltage adjustment does not run to completion, replace the developer.

Solution ID TAUS0606261EN***Solution Usage** 3**Description**

At power up, the LCD appears normal, then cycles OFF/ON.

Solution

CAUSE: The wall outlet ground wire is incorrectly installed.

SOLUTION: Check wall outlet using a circuit analyzer (see Tool Bulletin #67, 8/4/97, for Konica approved analyzers). Have the end user arrange to have the outlet repaired.

Solution ID TAUS0606334EN***Solution Usage** 3**Description**

How to enable the original count for 1:2 duplexing.

Solution

Turn the machine on while pressing OK to enter the key op mode. Select #8, Memory Switch and press OK. Select #8, Count Original in 1:2 Mode and press OK. Turn it on using the arrow key and press OK.

Solution ID TAUS0606420EN*

Solution Usage 3

Description

DB606, jam positions 2 and 7 during copier operation.

Solution

CAUSE: The LCT motor (M403) is binding or has failed.

SOLUTION: Inspect the LCT motor (M403) for possible binding or dislodgement from its casing. Replace the motor (p/n 40AA-4110) if the problem persists.

Solution ID TAUS0606530EN*

Solution Usage 3

Description

How to adjust the exposure lamp intensity (CVR adjustment).

Solution

To adjust the exposure lamp light intensity, perform the following:

1. Access the 36 mode by powering the machine ON while holding down the 3 and 6 key.
2. Scroll (using the arrow keys) to change the screen to [2.Timing adjustment mode?] and press OK.
3. The screen will change to [1. CVR adjustment?]. Press OK.
4. Enter a number 1 to 63.

Note: Increasing the number will increase the lamp intensity.

5. Press the button located below [Test].
6. Make a sample copy of the Konica potential adjustment chart (p/n 00VD-2001). The 0.1 portions of the chart should not be visible, and the 0.2 portions should be just visible.
7. To return to the adjust screen, press the P key, hold it, and then press the STOP/CLEAR key.
8. To exit the 36 mode, power the copier OFF/ON.

Solution ID TAUS0606928EN*

Solution Usage 3

Description

Universal tray is detecting 8.5x11 paper as 11x17.

Solution

CAUSE: The rear edge of the left paper regulating plate, located in the universal tray, has broken off.

SOLUTION: As a test, install the left paper regulating plate backwards, and then check the machines paper size detection. If 8.5x11 paper is now detected, replace the left paper regulating plate (p/n 40AA47101).

CAUTION:

After reinstalling a repaired or new PFU, perform the following:

1. Power the copier OFF.
2. Withdraw all trays of the main body and drawerbase.
3. Access the 47 multimode (power the main switch ON while pressing 4 and 7 simultaneously), output code 21, press P-01-P.
4. Press the START PRINT button.
5. Wait for a few seconds, and then press the STOP/CLEAR button.
6. Using the numeric keypad, press P-03-P.
7. Press the START PRINT button.
8. Wait for a few seconds, and then press the STOP/CLEAR button.
9. Power the main switch OFF/ON to exit the 47 mode.

This adjustment ensures that the motor drive is properly aligned and meshed.

Note: To prevent any damage, carefully handle the paper detect actuator.

Solution ID TAUS0607033EN*

Solution Usage 3

Description

PLEASE LOAD 8.5x11 PAPER message; the 8.5x11 paper does not feed from the LCT in APS mode (platen or RADF).

Solution

CAUSE: The machine has been programmed to prevent automatic selection of the LCT.

SOLUTION: To program the machine to permit auto tray switching to the LCT, perform the following:

1. Power the copier OFF.
2. Enter the key operator mode, (turn the copier ON, while holding the OK key).
3. Press the key below the down arrow displayed on the LCD, 8: MEMORY SWITCH SETTING will be displayed on the LCD.
4. Press the OK key.
5. Press the key below the up arrow displayed on the LCD, until 15: ATS/APS SWITCH (TRAY 3) is displayed on the LCD.

6. Press the OK key.
7. Press the key below the down arrow displayed on the LCD, until ON is the selected state displayed above the arrow.
8. Press the OK key.
9. Power the machine OFF then ON to exit the key operator mode.

Solution ID TAUS0607119EN*

Solution Usage 3

Description

Void area (80mm to 100mm wide) running lead-to-trail, 50mm from the rear of the copy.

Solution

CAUSE: The lens shield plate assembly (p/n 40AA-6330) has become dislodged allowing stray light to enter.

SOLUTION: Reinstall the lens shield plate assembly (serrated mylar edge down). Verify that void no longer exists.

Solution ID TAUS0608613EN*

Solution Usage 3

Description

Blank copies.

Solution

CAUSE: A failed high tension power board not outputting a transfer current.

SOLUTION: This can be verified by checking the drum image. Image not appearing on the copy will be left on the drum. Before replacing the high tension power board, ensure that the T/S corona has not failed, and that the following inputs are present at the high voltage unit:

1. 24V DC at CN48-1 using CN48-2 as the ground (GND).
 2. 5V DC at CN49-1.
 3. CN49-13 reads HI.
 4. CN49-8 should be LO when transfer occurs during the copy cycle.
- Replace the high tension power supply board (p/n 40AA84010) as required.
-

Solution ID TAUS0609073EN*

Solution Usage 3

Description

Intermittent F52-1 or F52-4 during operation.

Solution

CAUSE: Loss of continuity at CN20-2 causing a miscommunication within the operations control driver board (OCDB).

SOLUTION: Repair the wiring from CN20-2 at the OCDB to CN3-5 at the DCPS.

Solution ID TAUS0609278EN*

Solution Usage 3

Description

Intermittent F56-13.

Solution

CAUSE: A CPU abnormality is detected on the main CB.

SOLUTION: Disconnect and reconnect all the connectors and EPROMs on the main CB (under the operation panel).

Solution ID TAUS0609759EN*

Solution Usage 3

Description

Unable to make multiple copies from Tray 1(universal).

Solution

CAUSE: The upper limit detect and/or no paper detect actuators (located in the 1st paper feed assembly) are broken or malformed. This prevents proper actuation of the upper limit detect sensor (PD4) and/or no paper detect sensor (PD1).

SOLUTION: Replace the upper limit detect actuator (p/n 40AA40081) and/or no paper detect actuator (p/n 40AA40070).

Note: PD4 and PD1 are located on the ADU DB. They are directly soldered onto the board.

Solution ID TAUS0611870EN*

Solution Usage 3

Description

DF309, only one original feeds at a time, or originals multi-feed.

Solution

CAUSE: The paper feed torque limiter has failed.

SOLUTION: Replace the torque limiter (p/n 12QV40531).

Solution ID TAUS0612739EN*

Solution Usage 3

Description

Uneven density from front-to-rear.

Solution

CAUSE: The sixth mirror is contaminated.

SOLUTION: Clean the sixth mirror.

Notes:

1. The fifth mirror is often mistaken for the sixth mirror.
2. The sixth mirror is located in the drum cavity and is accessed by removing the drum unit.

Solution ID TAUS0602834EN*

Solution Usage 2

Description

How to enable/disable automatic tray switching (ATS).

Solution

To enable/disable ATS, perform the following:

1. With the machine powered OFF, press the OK button and power ON the copier to enter the Key Operator Mode.
2. Select [8: Memory switch setting] and press OK.
3. Select [10: Automatic Tray Switching].
4. Use the arrow keys to select ATS ON (enable) or OFF (disable), and press OK.
5. Power the copier OFF/ON to exit the Key operator Mode.

Solution ID TAUS0605276EN*

Solution Usage 2

Description

Does the 2330 come with a document feeder installed?

Solution

The RADF (DF309) must be ordered separately (PCUA 947-233).

Solution ID TAUS0606307EN*

Solution Usage 2

Description

DF309, APS not working.

Solution

CAUSE: An incorrect original feed motor (M301) has been installed.

SOLUTION: Install M301 (p/n 12QV-4210). The paper feed motor, conveyance motor, and the exit motor all appear to be the same motor however, the pulley configurations are different for each motor and are not interchangeable.

Solution ID TAUS0606365EN*

Solution Usage 2

Description

The copier has been programmed for 8.5x11 paper size default. When a smaller than 8.5x11 original is placed on the glass or fed from the RADF, 8.5x11R is selected.

Solution

CAUSE: If the original is centered at the scale plate, and it is over seven inches wide, the copier selects 8.5x11R instead of 8.5x11.

SOLUTION: Shift the original toward the rear of the machine so that it aligns with the 5.5x8.5 mark on the scale plate. When feeding the odd-sized original from the RADF, have an 8.5x11 blank cover sheet feed first. The subsequent originals will be detected as 8.5x11.

Solution ID TAUS0606446EN*

Solution Usage 2

Description

Key counter wiring information.

Solution

The model 2330 key counter wire harness CN55A is located behind a rectangular plastic punch-out on the right side cover. The pin numbers are written on the inside of CN55A. Removal of CN55B, (jumper wire connector) is required to expose the pin numbers for viewing. CN55A-1, and CN55A2 complete the enable path. CN55A-5 is the 24V DC power source for the key total counter. CN55-6 is the drive signal for the key total counter sending a pulse signal to increment the counter for each copy the machine makes. CN55A-3, and CN55A-4 have no wires attached.

Solution ID TAUS0606479EN*

Solution Usage 2

Description

ST217, staple position on 8.5x11R or 8.5x14 copies.

Solution

A staple will be positioned at either the upper right or lower left corners (dependant on copy direction) on 8.5x11R and 8.5x14.

Solution ID TAUS0606673EN*

Solution Usage 2

Description

ST217, F70-00 intermittently.

Solution

CAUSE: Pinched wire in sorter interface cable to the main body.

SOLUTION: Open the amphenol connector on the interface cable (p/n 12TA90150) and remove the metal harness holder. Inspect for pinched wires. Wrap the cable where the harness holder is located with electrical tape and resecure the harness holder ensuring that wires are not pinched.

Solution ID TAUS0606680EN*

Solution Usage 2

Description

F28-2 while copying.

Solution

CAUSE: Arcing or failed T/S corona unit.

SOLUTION: Clean and inspect the T/S corona unit. Replace the T/S corona wires (p/n 40AA26091), or the T/S corona unit (p/n 35FA-2600) as necessary.

Solution ID TAUS0606712EN*

Solution Usage 2

Description

Supply information, 2330.

Solution

PCUA	ITEM DESCRIPTION
947234	Toner (exclusive for the 2230/2330)
947436	Developer (compatible with the 2230/2330/3240/3340)
947437	Drum (compatible with the 2230/2330/3240/3340)
947432	Toner Filter (compatible with the 2230/2330/3240/3340)
947433	Cleaning Web (compatible with the 2230/2330/3240/3340)
947434	Maintenance Kit (compatible with the 2230/2330/3240/3340)
	a. Cleaning Blade (p/n 40AA-2110)
	b. Cleaning Web (p/n 40AA-5360)
	c. Charging Wire (p/n 40AA25170)
	d. Charging Control Plate (p/n 40AA25080)
	e. Discharge Wire (p/n 40AA26090)
	f. Toner Filter (p/n 40AA45170)
	g. Optics Filter
	h. Dust Bag

Solution ID TAUS0606737EN*

Solution Usage 2

Description

ST217, UNLOAD SORTER TRAYS message occurs after pressing the print button with the sort/staple mode selected, and originals loaded in the RADF.

Solution

CAUSE: The path between no paper detection LED (LED201), and the no paper detection photosensor (PS208) is obstructed by paper or LED201 is out of position.

SOLUTION: Inspect the light beam path from PS208 (at the top of the sorter) to LED201 (bottom of the sorter) for obstructions. Check the voltage at CN8-2 on the sorter CB, to ground. A reading of 5V DC, indicates the path is blocked. A reading of 0V DC, indicates the path is clear. Inspect LED201 to ensure that it is positioned correctly. Align and reposition as necessary.

Solution ID TAUS0607076EN*

Solution Usage 2

Description

DF309, any size original fed is detected as 8.5x11.

Solution

CAUSE: Incorrect settings in the Key Operator mode. The APS/Paper Tray initial setting is programmed to set paper tray priority to the 8.5x11 tray.

SOLUTION: To allow APS/AMS when feeding from the RADF, perform the following:

1. While pressing [OK], power ON the copier.
2. Using the F1 or F2 keys, select [1: Initial Setting], and press [OK].
3. Using the F1 or F2 keys, select [4: APS/paper tray], and press [OK].
4. Press F1 (APS), then press [OK].
5. Power the copier OFF/ON.

Solution ID TAUS0607100EN*

Solution Usage 2

Description

PLEASE LOAD 8.5x11 PAPER or PLEASE LOAD 5.5x8.5R PAPER message after copying from the glass.

Solution

CAUSE: The default paper size can only be set to 5.5x8.5R or 8.5x11.

SOLUTION: To set the default paper size perform the following:

1. Enter the 25 mode by powering ON the copier while pressing the 2 and 5 keys.
2. Select 1. Software Switch Adjustments and press OK.
3. Use the two up arrows to change to dipswitch to 6-0.
4. Press the key below ON/OFF to change the dipswitch setting to 0 for 5.5x8.5R, or 1 for 8.5x11.
5. Power the copier OFF/ON to exit the 25 mode.

Note: If a machine is set up without 5.5x8.5R or 8.5x11 paper, the display will say to load either of the above sizes until a size that is loaded is placed on the glass and detected by APS.

Solution ID TAUS0607343EN*

Solution Usage 2

Description

How to program the RADF belt frame erase feature.

Solution

To program the RADF belt frame erase, perform the following:

1. Access the Key Operator Mode (power the copier ON while pressing the OK key).
2. Use the arrow keys to select [8: Memory switch setting].
3. Press the OK key.
4. Use the arrow keys to select [7: RADF Frame Erasure Selection].
5. Press the OK key.
6. Use the arrow keys to select either [5mm frame] or [None].
7. Press the OK key.
8. Power the copier OFF/ON to exit the Key Operator Mode.

Solution ID TAUS0607363EN*

Solution Usage 2

Description

F45-2 shortly after power up.

Solution

PROBABLE CAUSES:

1. Wiring from the external key counter is interfering with the second V-mirror movement. Reposition the key counter wiring so as to not interfere with mirror movement.
2. The second V-mirror drive assembly is binding so that the initialization procedure can not take place. Loosen the mirror drive assembly (M5) and verify free movement. Inspect the gears to ensure that no foreign matter is binding the drive.

Solution ID TAUS0607471EN***Solution Usage** 2**Description**

DF309, APS does not select A4 size paper.

Solution

CAUSE: The RADF APS detects A4 paper as 8.5x11.

SOLUTION: When feeding A4 paper through the RADF, the tray containing that paper must be selected manually.

Solution ID TAUS0607595EN***Solution Usage** 2**Description**

PM cycle information.

Solution

A mini PM using the PM kit (PCUA 947434), which does not include developer, must be done every 100,000 copies. The developer (PCUA 947436) is changed at 200,000 copies.

To reset the PM counter, perform the following:

1. Access the 25 mode (power the copier ON while holding down the 2 and 5 keys)..
2. Use the up arrow to display [3: PM Count ?] and press the OK button.
3. Press the RESET button.
4. Press the YES button.
5. Input the last two digits of the year, and press OK.
6. Input the month in a two-digit format, and press OK.
7. Input the day in a two-digit format, and press OK.
8. Power the copier OFF/ON to exit the adjustment mode.

To program the PM count cycle, perform the following:

1. Access the 25 mode (power the copier ON while holding down the 2 and 5 keys).
2. Use the up arrow to display [3: PM Count ?] and press the OK button.
3. Press the SET button.
4. Input the PM cycle with the copy quantity setting button and press OK.
5. Press PREVIOUS to complete the setting.
6. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0607695EN***Solution Usage** 2**Description**

When using the RADF, 50% - 86% reduction selected, the last copy has images of the last two originals on it. All previous copies are normal (one image).

Solution

CAUSE: This is a machine limitation as identified in the operators guide. This issue is caused by the normal operation of the machine releasing the APS mode when a specific paper size is selected.

SOLUTION: Load 8.5x11R paper in any tray. Position the originals in the 8.5x11R direction, select the 8.5x11R tray, select the desired magnification, press print.

Solution ID TAUS0607717EN***Solution Usage** 2**Description**

ST216, J72 at power up.

Solution

CAUSE: The sorter entrance sensor (PS201) actuator is stuck on the guide plate situated below the sensor. This occurs when the top of the sorter is lifted, as a method to move the unit away from the copier.

SOLUTION: Lift the top of the sorter and place the flag back into its proper position. Instruct the end users not to lift the top of the sorter when moving it.

Solution ID TAUS0607950EN***Solution Usage** 2**Description**

Part numbers for the 2nd paper feed guide mylars, which are shown as not available (grayed out with no assigned part numbers) on page 34 of the 2230/2330 Parts Catalog (8/97).

Solution

To obtain a front guide mylar, order p/n 40AA45231; rear guide mylar, order p/n 40AA45281.

Solution ID TAUS0608249EN***Solution Usage** 2**Description**

DF309, only 8.5x11 originals are immediately ejected from the RADF followed by a PLEASE LOAD A4 PAPER message.

Solution

CAUSE: The machine destination is not properly set for the USA.

SOLUTION: To properly set the machine destination for the USA, perform the following:

1. Power the copier OFF.
2. Enter the 25 mode (power the copier ON, while holding the 2 and 5 keys).
3. Press the OK key.
4. Press the key below the left up-arrow on the LCD two times until 03-00 is displayed on the upper left of the LCD.
5. Press the key below the ON/OFF display on the LCD until the bit data is 00.
6. Press the key below the right up-arrow on the LCD one time, until 03-01 is displayed on the upper left of the LCD.
7. Press the key below the ON/OFF display on the LCD until the bit data is 00.
8. Press the key below the right up-arrow on the LCD one time, until 03-02 is displayed on the upper left of the LCD.
9. Press the key below the ON/OFF display on the LCD until the bit data is 01.
10. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0608381EN***Solution Usage** 2**Description**

Copies have insufficient fill and an overall washed out appearance.

Solution

CAUSE: The developing unit mag roller is not turning due to drive shaft end caps becoming detached from the outer sleeve.

SOLUTION: The mag roller is not available as a separate part. Therefore, the developing unit (p/n 40AA-3000) should be replaced.

Solution ID TAUS0608608EN***Solution Usage** 2**Description**

Paper specifications, 2330.

Solution

Ordinary copy paper: high quality paper (16lb to 24lb bond).

Special paper: Transparencies, labels, offset masters, recycled paper, high quality paper (13lb to 16lb bond or 24lb to 35lb bond).

Note: Always feed special paper using the bypass tray. The feed and conveyance performance of special paper may sometimes be inferior to that of high quality paper.

Solution ID TAUS0609942EN***Solution Usage** 2**Description**

F10-2 when copying 8.5x11 size in the duplex mode.

Solution

CAUSE: Failed ADU drive board (ADU DB).

SOLUTION: Check the ADU wiring harness for pinched wires. Replace the ADU DB (p/n 40BA-9071) as necessary.

Solution ID TAUS0610058EN***Solution Usage** 2**Description**

Intermittent blank copies.

Solution

CAUSE: An arcing T/S corona unit is causing intermittent loss of transfer current.

SOLUTION: Replace the T/S corona unit (p/n 35FA-2600).

Notes:

1. Check and adjust all the HV corona current adjustments. Refer to the 2230/2330/3240/3340 Service Manual (10/98), pages 7-28 through 7-32.
2. Some of the HV adjustments will require a special drum current value adjustment jig (p/n 40AAJG010).

Solution ID TAUS0610857EN***Solution Usage** 2

Description

INSERT TRAY ONE message.

Solution

CAUSE: The paper regulating (L) plate is worn at the bottom where it is constantly contacted by the paper detect actuator.

Note: The paper regulating (L) plate is commonly referred to as the green rear paper stop.

SOLUTION: Replace the paper regulating (L) plate (p/n 40AA47101). As a temporary solution if the part is not available, reverse the rear paper stop by putting the worn part toward the front of the paper drawer.

Solution ID TAUS0612560EN*

Solution Usage 2

Description

Power requirements, 2330.

Solution

Voltage: 115V AC \pm 10%, dedicated line recommended

Current: 15A

Frequency: 60 Hz \pm 2.5Hz

Grounding: Isolation recommended

Termination: NEMA Type 5-15R receptacle (125V AC, 2-pole, 3-wire, grounded).

Note: A dedicated AC line with an isolated ground is strongly recommended. A dedicated line mandates the exclusive use of an electrical branch circuit where the receptacle grounding terminal is grounded by an insulated grounding conductor that is isolated from the receptacle mounting hardware (per National Electrical code, article 250-74, exception no. 4).

Solution ID TAUS0613053EN*

Solution Usage 2

Description

DF309, when feeding two or more originals, the entire stack is feed into the RADF.

Solution

CAUSE: The torque limiter failed.

SOLUTION: Replace the torque limiter (p/n 12QV40541).

Solution ID TAUS0613641EN*

Solution Usage 2

Description

DB606, new style paper feed unit and drive assembly compatibility information.

Solution

To properly upgrade paper feed on the DB606, the paper feed drive assemblies and feed units must be replaced with the following part numbers:

TOP TRAY

PART NUMBER	ITEM
12RG-4095	Paper feed upper drive assembly
40AA-4005	Paper feed unit

LCT TRAY

PART NUMBER	ITEM
12RQ-4105	Paper feed lower drive assembly
40AA-4005	Paper feed unit

Solution ID TAUS0614726EN*

Solution Usage 2

Description

Intermittent partially blank and/or entirely blank copies.

Solution

CAUSE: The front door switch (MS1) has failed, resulting in a loss of power to the HV unit.

SOLUTION: To check the power supply to the HV unit, perform the following:

1. Ensure that the copier is powered ON and in a ready state.
2. Using a voltmeter (200V DC range) measure the power supply output to the HV unit at CN3-1 on the DCPS. A reading of 24V DC should be displayed
3. Press the START/PRINT key and continue to monitor the voltage at CN3-1 on the DCPS. A steady reading of 24V DC should be displayed
4. Press the START/PRINT key and monitor the power supply voltage to the HV unit at CN48-1 on the HV unit. A steady reading of 24V DC should be displayed. If the voltage drops below 24V DC while making a copy, the front doors switch is restricting the supply voltage to the HV unit. Clean or replace the front door switch (p/n 40AA85010) as necessary.

Solution ID TAUS0615939EN***Solution Usage** 2**Description**

Light copies or light areas on the copy.

Solution

CAUSE: The optics sixth mirror is soiled with toner or fogged.

SOLUTION: Clean the sixth mirror with glass cleaner.

Note: The drum assembly must be removed to access the sixth mirror.

Solution ID TAUS0618979EN***Solution Usage** 2**Description**

DF309, READY TO COPY message displayed during a copy run, with no error code or jam indication. Copying will continue when pushing the Start/Print button.

Solution

CAUSE: Failed ADF double feed prevention roller and/or torque limiter.

SOLUTION: Replace the ADF double feed prevention roller (p/n 12QV40310) and torque limiter (p/n 12QV40531).

Solution ID TAUS0620700EN***Solution Usage** 2**Description**

F10-1 and F10-2 during copying.

Solution

CAUSE: The lower fuser roller bearings have failed.

SOLUTION: Replace the lower fuser roller bearings (p/n 40AA53040).

Solution ID TAUS0634060EN***Solution Usage** 2**Description**

List of equipment that is no longer being supported.

Solution

Please see attached Product & Technical Support Bulletins 1792 and 2443 and Marketing Bulletin#07-GB-016.

Note : To view a PDF, Adobe Reader® must be installed. Adobe Reader® can be downloaded for free from the Adobe® web site at: <http://www.adobe.com/products/acrobat/readstep2.html>

Solution ID TAUS0701964EN***Solution Usage** 2**Description**

When searching solutions by models, referenced links for the documents are not accessible.

Solution

CAUSE: This is a search of the printed database. The links are located within the solution in the database.

SOLUTION: Copy the solution ID number into the Knowledgebase look-up Keyword field and select Search to access the solution complete with active links to attached documents.

Note : If there is an actual 'dead' link within the solution, please send an E-mail to cses@kmbs.konicaminolta.us with the solution ID number and please identify the link.

Solution ID TAUS0601862EN***Solution Usage** 1**Description**

Line on copy from lead-to-trail edge.

Solution

CAUSE: The charge corona is dirty.

SOLUTION: Clean or replace the charge corona (p/n 40AA-2501).

Solution ID TAUS0605235EN***Solution Usage** 1**Description**

How to adjust registration timing.

Solution

1. In the 36 mode, enter code 92.
2. Press the P button to check the data.
3. To change the data press the P button, enter the new data, then press the P button to set the new data.
4. Make a copy and use the trail edge to determine if the registration is set correctly.

Solution ID TAUS0605315EN***Solution Usage** 1**Description**

Latest EPROM level, 2330.

Solution

EPROM history hyperlink .

Solution ID TAUS0605441EN***Solution Usage** 1**Description**

ST217, is a cascade mode available?

Solution

Cascade feature allows additional copies to be made when the top bin has reached its maximum capacity. The sorter will automatically distribute copies to the next bin(s) and continue copying.

To active cascade feature on the ST217:

Use the square 4-pin jumper connector on the sorter CB (located to the right of the CPU chip).

Jump pins 1 and 2 together for the cascade feature. Refer to the user reference guide (p/n OP-03-2230/2330), page 6-6 for specific operator information.

Note:

- 1 and 3 jumped: cascade function deactivated.
 2 and 4 jumped: self test mode function activated.

Solution ID TAUS0605456EN***Solution Usage** 1**Description**

How to program the auto copy function.

Solution

The Auto Copy button allows the user to begin a copy cycle by lifting the RADF and inserting an original on the glass. When the RADF is closed, the copy cycle starts.

To program the platen auto start function:

1. Enter the 25 mode.
2. Select "1. software switch adjustments" and press OK.
3. Use the up/down arrow keys to access address 7-5.
4. Set 7-5 to 1 (auto copy - any size original).
5. Press F4 (previous) to enter the setting.

The auto copy start timer is set with 25 mode, software switch 6-4 and 6-5:

software switch 6-5	software switch 6-4	Start Time
0	0	0.5 sec
1	0	1.0 sec
0	1	1.5 sec
1	1	2.0 sec

The auto copy OFF timer is set with 25 mode, software switch 7-7 and 7-6:

software switch 7-6	software switch 7-7	Release Time
0	0	10 sec
1	0	20 sec
0	1	30 sec
1	1	20 sec (listed in the service manual as none*)

* This is a software deficiency that will be corrected with the next production EPROM upgrade.

Note: Auto Copy functions only when an original (larger than 5.5x8.5) is placed on the platen glass unless software switch 7-5 is set to 1.

Solution ID TAUS0605843EN*

Solution Usage 1

Description

Total paper capacity.

Solution

The following capacities are for 20lb paper:
Each standard paper tray will hold 500 sheets.
The LCT will hold 1500 sheets.
The bypass will hold 100 sheets.

Solution ID TAUS0605924EN*

Solution Usage 1

Description

F18-4 when copying.

Solution

CAUSE: The upper limit sensor is not activated in a set amount of time due to the lift actuator contacting the feed lift assembly.

SOLUTION: Remove the pointed piece of the lift actuator assembly to eliminate contact between these two pieces.

CAUTION:

After reinstalling the repaired PFU, perform the following adjustment:

1. Power the copier OFF.
2. Withdraw all trays of the main body and drawerbase.
3. Turn the main switch ON while pressing 4 and 7 simultaneously.
4. Using the numeric keypad, press 2, 1, P, 0, 1, P.
5. Press the START PRINT button.
6. Wait for a few seconds, and then press the STOP/CLEAR button.
7. Using the numeric keypad, press P, 0, 3, P.
5. Press the START PRINT button.
6. Wait for a few seconds, and then press the STOP/CLEAR button.
7. Turn the main switch OFF/ON.

This adjustment ensures that the motor drive is properly aligned and meshed. Note: To prevent any damage, be careful when handling the paper detect actuator.

Solution ID TAUS0606056EN*

Solution Usage 1

Description

ST217, jam position 12.

Solution

CAUSE: PS206 (staple paper sensor) is stuck in the actuated position.

SOLUTION: PS206, is located on the front side of the stapler unit where the paper in the bins contact the stapler during the staple operation. With the machine turned ON, check CN11-12 on the sorter CB. With no paper in the bins the actuator should be released, and 0V DC should be measured. Manually pressing the actuator should change the voltage reading to 5V DC. If these readings are not observed, inspect the actuator for binding, and replace PS206 (p/n 12TA85530) as necessary.

Solution ID TAUS0606416EN*

Solution Usage 1

Description

The rear end of the exposure lamp is contacting the lamp reflector plate, and the exposure lamp is cracked.

Solution

CAUSE: The rear exposure lamp contact plate (p/n 40AA-6370) is out of position, and pressing the exposure lamp against the reflector plate.

SOLUTION: Adjust the rear exposure lamp terminal position to where the mounting screw which attaches it to the rear block of the lamp assembly is centered in the positioning slot. When properly adjusted the space between the exposure lamp and the reflector plate should allow approximately five sheets of paper to pass between them.

Solution ID TAUS0606544EN*

Solution Usage 1

Description

Main motor is making noise.

Solution

CAUSE: Main drive motor assembly (p/n 40AA-1600) is defective.

SOLUTION: Replace the main drive motor assembly.

Solution ID TAUS0606548EN*

Solution Usage 1

Description

What is the toner yield.

Solution

Toner yield is 25,000 copies per cartridge.

Solution ID TAUS0607140EN*

Solution Usage 1

Description

ST217, cannot select manual staple.

Solution

CAUSE: The manual staple button in inoperative. CN201 on the sorter operation board is disconnected.

SOLUTION: Remove the top cover of the sorter and reseal CN201.

Solution ID TAUS0607150EN*

Solution Usage 1

Description

How to select 1:2 or 2:2 copy mode when feeding from the RADF.

Solution

To select a duplex mode when feeding from the RADF, perform the following:

1. Position original(s) face down on the document feeder.
2. Press F1 (RADF) to display the Copy Mode screen.
3. Press F2 to select 1:2 or 2:2.
4. Press OK to complete the setting and return to the basic screen.
5. When all settings are acceptable, press START PRINT.

Note: To cancel the mode after returning to the basic screen, select Copy Mode screen again. Press F2 for the desired Copy Mode, then press OK. Or press Auto Reset to return to initial settings.

Solution ID TAUS0607276EN*

Solution Usage 1

Description

How to access the photo mode.

Solution

To access the photo mode, perform the following:

1. With the machine powered ON, press the application key.
2. Press the F4 key (located furthest to the right under the LCD) twice until an arrow is pointing at PHOTO MODE.
3. Press the OK key.
4. Two choices will be displayed on the LCD. The photo option is used when copying an original containing a photo only. The photo/text option is used for copying an original consisting of a photo and text. Press the key under the desired choice.
5. Press the OK key twice.
6. To exit the photo mode press the AUTO RESET key.

Solution ID TAUS0607397EN*

Solution Usage 1

Description

E98 at power up.

Solution

CAUSE: The packing tape is not removed from the ADU at setup.

SOLUTION: Remove the packing tape from the ADU.

Solution ID TAUS0607589EN*

Solution Usage 1

Description

Modified upper paper feed guide plate information.

Solution

The part number for the upper paper feed guide plate is 40BA40131.
Refer to 2230/2330/3240/3340 Technical Bulletin #4A for additional information.

Solution ID TAUS0607858EN*
Solution Usage 1**Description**

Intermittent jam position 7 with incorrect lead edge registration.

Solution

CAUSE: A dirty or worn paper feed connecting roller and/or shaft regulator.

SOLUTION: Clean or replace (with new-style) the paper feed connecting roller (p/n 40AA45252) and/or shaft regulator (p/n 40AA45411). The paper feed connecting roller is the 6.75" long, gray roller visible when the top right-side door of the copier is opened. The new-style paper feed connecting roller and shaft regulator are installed in production machines beginning with serial number 35GE05001. Refer to 2230/2330/3240/3340 Technical Bulletin #11 for additional information. After cleaning/replacing the feed parts, perform the lead edge timing adjustment. To adjust the image lead edge timing, perform the following:

- 1: Access the 36 mode (power the copier ON while pressing the 3 and 6 keys).
- 2: Use the arrow buttons to select [2: Timing Adjustment Mode].
- 3: Press the OK key.
- 4: Use the arrow buttons to select [4: Image Lead Edge Adjustment].
- 5: Press the OK key.
- 6: Use the Next button to select the mode to be adjusted (normal, double, or book copy).
- 7: Enter the setting value (-99 to +99) with the quantity setting keys. Use the Stop/Clear button to enter a negative value.
- 8: Press the OK button.
- 9: Press the Test button to switch to the basic copy screen for test copies.
- 10: Press the Stop/Clear button while pressing the P button to return to the Image Lead Edge Adjustment screen.
- 11: Repeat steps 6 through 9 until the adjustment is accomplished.
- 12: Power the copier OFF/ON to exit the 36 mode.

Solution ID TAUS0608017EN*
Solution Usage 1**Description**

How to adjust the toner control IF voltage.

Solution

To adjust the toner control IF voltage, perform the following:

1. Enter the 36 mode (while pressing the 3 and 6 keys simultaneously, power ON the copier).
2. Press the OK key.
3. Press the F3 (NEXT) key to display HV adj. (toner control IF voltage) on the screen.
4. Press the OK key.
5. Press the F2 (START) key. The copier halts after the developing unit rotates for approximately one minute.
6. Power the copier OFF/ON to exit the 36 mode.

Solution ID TAUS0608069EN*
Solution Usage 1**Description**

Leakage breaker opens intermittently.

Solution

CAUSE: The wiring for the exposure lamp (L1) is frayed and shorts to the copier frame in the optics cavity.

SOLUTION: Replace the lamp relay wiring (p/n 40AA90120).

Solution ID TAUS0608078EN*
Solution Usage 1**Description**

The RADF is not available in the 2:1 or 2:2 copy modes when the AUTO button is pressed.

Solution

CAUSE: The RADF is not programmed for Full Auto and RADF only.

SOLUTION: To program the machine for Full Auto and RADF only, perform the following:

1. Enter the Key Operator Mode (hold down the OK key and power the machine ON).
2. Scroll to option #8 (Memory Switch).

3. Press the OK key.
4. Scroll to option #4 (AUTO/RESET Key Function). press the OK key, select Full Auto.
5. Scroll to option #5 (RADF Original Effect), press the OK key, select RADF Only.
6. Power the machine OFF to exit the Key Operator Mode.

Solution ID TAUS0608327EN*
Solution Usage 1**Description**

How to set the drum counter to a specific number.

Solution

The drum counter can only be reset to zero, not set to an arbitrary number. To reset the drum counter, perform the following:

1. Access the 25 mode (power the copier ON while simultaneously pressing the 2 and 5 keys).
2. In the Main Menu Screen, select item [4. Drum/developer count], and press the OK key.
3. In the Drum/Developer count reset menu, select YES to clear the drum or developer counts.

Notes:

- a. FAQ:
 - I. What if a used drum has to be installed?
 - II. What if the main CB (operation panel) is replaced?
 - III. What if a power interruption changes counter information?

In these instances, ensure that the transfer current value copy quantity correction (25 mode, Software switch adjustment 4-5) is set to 1 to prevent degraded copy quality.

- b. If the drum has over 250,000 copies it should be replaced and the following 36 mode adjustments performed:
 - I. High Voltage Adjustments: Grid, Patch grid, Charge, Transfer, Separation AC, Developing bias, Developing patch bias, Toner IF Voltage.
 - II. CVR Adjustment.

Solution ID TAUS0608333EN*
Solution Usage 1**Description**

How to reset the drum counter.

Solution

To reset the drum counter, perform the following:

1. Access the 25 mode (power the copier ON while simultaneously pressing the 2 and 5 keys).
2. In the Main Menu Screen, select item [4. Drum/developer count], and press the OK key.
3. In the Drum/Developer count reset menu, select YES to clear the drum or developer counts.

Note: If the drum has over 250,000 copies, it should be replaced and the following 36 mode adjustments performed:

- a. High Voltage Adjustments: Grid, Patch grid, Charge, Transfer, Separation AC, Developing bias, Developing patch bias, Toner IF Voltage.
- b. CVR Adjustment.

Solution ID TAUS0608408EN*
Solution Usage 1**Description**

Background and ghost image on the copies.

Solution

CAUSE: Addition of the wrong toner which is coating the upper and lower fuser rollers.

SOLUTION: Clean fusing unit components and replace the cleaning web (PCUA 947433) if necessary. Thoroughly vacuum the toner recycling unit and toner hopper, in order to remove any contaminated toner. Empty the developing unit and install the proper supplies (toner - PCUA 947234; developer - PCUA 947436).

Solution ID TAUS0608622EN*
Solution Usage 1**Description**

Can the machine be installed and used on a table or similar flat surface?

Solution

The copier main body has four mainframe support feet installed on the copier base which allows the machine to be placed and used on any flat surface capable of supporting the weight.

Solution ID TAUS0608681EN*
Solution Usage 1**Description**

In 1:2 copy mode, pages are copied out of order.

Solution

CAUSE: The original count for 1:2 is not enabled. With an odd number of originals in 1:2 mode, the front of page one is blank and the first original is copied onto the back side of the blank page. This results in all succeeding pages being copied out of order. There is no problem with an even number of originals.

SOLUTION: To enable the original count for 1:2, perform the following:

1. Power the copier ON while pressing the OK key (Key Operator Mode).
2. Use the arrow keys to select [8: Memory Switch Setting].
3. Press the OK key.
4. Use the arrow keys to select [8: Original in 1:2 Mode].
5. Press OK.
6. Use the arrow keys to select ON.
7. Press OK.

8. Power the copier OFF/ON to exit the Key Operator Mode.

Note: When duplex is selected, the following two messages will alternate in the display:

- a. EVEN NUMBERS PRESS START, ODD NUMBERS PRESS AUTO /RESET.
- b. PRESS "P" TO COUNT ORIGINAL QUANTITY.

Solution ID TAUS0608905EN*

Solution Usage 1

Description

Varying lead edge. The lead edge is deleted and the trail edge has an extra blank area to the edge of the copy.

Solution

CAUSE: The paper feed connecting roller is dirty or worn, which results in the copy paper not reaching the registration roller at the proper time.

SOLUTION: Thoroughly clean the paper feed connecting roller (p/n 40AA45252). Replace as necessary.

Solution ID TAUS0608941EN*

Solution Usage 1

Description

No feed from any tray after installing a new feed assembly.

Solution

CAUSE: This is a new-style feed assembly that may not be compatible with the existing drive assembly for specific trays. Refer to 2230/2330/3240/3340 Technical Bulletin #12 for more detail.

SOLUTION: If you install a new feed assembly and experience a no-feed condition from that tray, order the part number identified in your parts catalog for the paper feed drive unit. Specific part numbers cannot be provided because they change based on the specific tray being driven. New-style drive units will be substituted based on the original part number.

Solution ID TAUS0609076EN*

Solution Usage 1

Description

DF309, broken screw boss on the front metal frame.

Solution

CAUSE: The damage may be due to excessive force when closing the RADF unit.

SOLUTION: Instruct the operator to carefully raise and lower the document feeder. Install the left (p/n 12QVK0010) and right (p/n 12QVK0020) mounting plates to repair the front frame breakage. Refer to the installation procedure for detailed instructions.

Solution ID TAUS0609346EN*

Solution Usage 1

Description

How to default to 8.5x11 for odd-size/small-size originals off the glass.

Solution

To default to 8.5x11 for odd-size/small-size originals off the glass, perform the following:

1. Access the 25 mode (power the copier ON while holding down the 2 and 5 keys).
2. Select [1: Software switch set mode?] and press the OK key.
3. Scroll to, and set the software dipswitches as the follows (press the OK key to enter the new data):
 - 6-0 to 1 (platen APS switching to 8.5x11)
 - 6-0 to 0 (platen APS switching for 5.5x8.5R)
4. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0609352EN*

Solution Usage 1

Description

How to enable the LCT as the default tray.

Solution

To enable the LCT as the default tray, perform the following:

1. Access the Key Operator Mode by pressing the OK button while powering up the copier.
2. Use the up/down arrows to select [8: Memory switch setting] and press OK.
3. Select [13: APS/ATS ON/OFF setting] and press OK.
4. Select OFF, press OK.

With the APS/ATS default set to OFF, the copier will default to Tray 3. This configuration is recommended if the paper loaded in the universal tray is the same size, yet different, such as letterhead or colored paper.

Solution ID TAUS0609376EN*

Solution Usage 1

Description

Intermittent F28-1.

Solution

CAUSE: An improperly installed charging control plate (grid).

SOLUTION: The charging control plate (p/n 40AA25080) must be mounted under the four tabs on the side of the charge corona shell.

Solution ID TAUS0609444EN*

Solution Usage 1

Description

Power consumption data, 2330.

Solution

Power consumption during the three tested states, is listed in the matrix below.

WARM-UP		*STANDBY*		*RUNNING*	
KWH	BTU	KWH	BTU	KWH	BTU
.034	117	.174	593	1.622	5540

Solution ID TAUS0609563EN*

Solution Usage 1

Description

Platen APS selecting incorrect paper.

Solution

CAUSE: The APS timing switch photosensor (PS4) is inoperative and not initiating APS detection when the platen cover or RADF is closed.

SOLUTION: Ensure that PS4 is not dislodged or damaged and is operating correctly. To check the photosensor, perform the following:

1. Access the 47 multimode (power the copier ON while simultaneously pressing the 4 and 7 keys), input code 33, press P-01-P.
2. Close the RADF/platen cover to depress the ADF detect actuator (p/n 40AA61980) for PS4.
3. The signal should initially read LO and, when actuated, it should read HI.
4. If incorrect or no change of signal state, clean or replace PS4 (p/n 12QV85510) as necessary.

Solution ID TAUS0609854EN*

Solution Usage 1

Description

FRONT DOOR IS OPEN PLEASE CLOSE message at power up. Door is closed.

Solution

CAUSE: The front door actuator, which is a metal protrusion located on the upper left side of the front door, has become misaligned. As a result, the door switch is not being depressed.

SOLUTION: Visually inspect the front door actuator. Ensure that the front door actuator is straight. The alignment of the front door actuator can be adjusted by applying light pressure to the front door actuator plate.

Solution ID TAUS0609929EN*

Solution Usage 1

Description

AMS does not function.

Solution

CAUSE: AMS and APS are not selected in the Key Operator and 25 modes.

SOLUTION: To enable AMS perform, the following:

1. Enter the Key Operator Mode (power the copier ON while pressing the OK key).
2. Use the buttons below the arrows to scroll to [8: Memory Switch Setting].
3. Press the OK key.
4. Use the buttons below the arrows to scroll to [18: Platen AMS].
5. Press the OK key.
6. Use the buttons below the arrows to select ON.
7. Press the OK key.
8. Press the button below [PREV].
9. Use the buttons below the arrows to scroll to [19: RADF AMS].
10. Press the OK key.
11. Press the button below [PREV].
12. Use the buttons below the arrow keys to scroll to [1: Initial Setting].
13. Press the OK key.
14. Use the buttons below the arrows to scroll to [4: APS/Paper Tray].
15. Press the OK key.
16. Press the button below [APS] to highlight the APS selection.
17. Press the button below [PREV].
18. Power the copier OFF.
19. Enter the 25 mode (power the copier ON while pressing the 2 and 5 keys).
20. Use the buttons below the arrows to scroll to [1: Software Switch Set Mode].
21. Press the OK key.
22. Use the buttons below the arrows to scroll to software switch 08-01.
23. Press the button below [ON/OFF] to enter 01. The display should change to 08-01: 01.
24. Power the copier OFF/ON to return to normal operation.

Solution ID TAUS0610311EN*

Solution Usage 1

Description

How to program the user-set magnifications.

Solution

To program the user-set magnifications, perform the following:

1. Access the Key Operator Mode (power the copier ON while pressing the Help key).
2. Enter the key operator pass code if necessary and press the OK key.
3. Press [3: Preset Key].
4. Press [2: Magnification].
5. Press [UserSet 3 or UserSet 4].
6. Enter the number of the desired ratio (3 digits) using the numeric keypad. The setting range is 0.25 to 4.00.
7. Press [OK].
8. Press [Return] to return to the key operator screen.
9. Power the copier OFF/ON to exit the Key Operator Mode.

Solution ID TAUS0610438EN*

Solution Usage 1

Description

Code 97-00 during operation or at power up.

Solution

PROBABLE CAUSES:

1. Paper lodged in the ADU drawer connector.

Pull out the ADU unit and check for paper in the ADU connector. This connector is located on the inside rear of the main body frame.

2. M505 (paper lift-up plate up/down motor) is binding and unable to initialize. M505 is located on the front, right side of the ADU.

To verify proper operation of M505, perform the following:

- a. Ensure a proper gear mesh between M505 and the paper lift up gear (p/n 40BA77060).
- b. Sparingly apply Plas Guard* to both the worm gear on M505 and the paper lift-up gear.
- c. Power the copier OFF.
- d. To test M505 operation, access the 47 multimode (power the copier ON while simultaneously pressing the 4 and 7 keys), output code 80, press P-03-P.
- e. Power the copier OFF/ON to exit the 47 mode.

* Trademark ownership information

Solution ID TAUS0612446EN*

Solution Usage 1

Description

APS is not selectable on the operation panel and platen APS does not work.

Solution

CAUSE: A priority tray selection was selected in the initial setting menu, which disables the APS function.

SOLUTION: To enable APS, perform the following:

1. Power the copier OFF.
2. Enter the Key Operator Mode (power the copier ON, while pressing the OK key).
3. [Key operator menu] will be displayed in the dark blue band at the top of the LCD.
4. Press the OK key.
5. Press the up arrow 3 times until [4. APS/ paper tray] is displayed in the LCD.
6. Press the OK key.
7. The LCD will have an APS selection option at the lower left corner of the display. Press the key located below the APS selection option.
8. Press the OK key.
9. Power the copier OFF/ON to exit the Key Operator Mode.

Solution ID TAUS0612733EN*

Solution Usage 1

Description

Developer is leaking from the rear of the developing unit.

Solution

CAUSE: The rear developer shaft holders are worn.

SOLUTION: To replace the rear developer shaft holders, perform the following:

1. Empty all the developer from the developing unit.
 2. Remove and inspect all the developer drive gears. Replace worn gears as necessary.
 3. Remove the rear developer shaft holders [B], and front developer shaft holders [C], from the agitators.
 4. After removing the agitator shafts, clean and inspect them thoroughly.
- Note:** Since the agitator shafts are not available as an individual part, if the shafts show signs of wear, the entire developing unit (p/n 40AA-3000) should be replaced.
5. Reinstall the agitator shafts and install new developer shaft holders [B] (p/n 40AA76120) on the rear side. To perform a thorough job, the front developer shaft holders [C] (p/n 40AA76130) should also be replaced.
 6. Reinstall the drive gears and install fresh developer.
 7. Reset the developer count, then perform the toner control I/F adjustment.
 - a. To reset the developer count, perform the following:
 - I. Power the copier OFF.
 - II. Enter the 25 mode, (power the copier ON, while pressing the 2 and 5 keys).
 - III. Press the key located below the up-arrow on the LCD three times, [4 : DRUM/DEVELOPER COUNT ?] is indicated on the LCD.
 - IV. Press the OK key, [DRUM COUNT RESET YES/NO ?] is indicated on the LCD.
 - V. Press the key located below NEXT on the LCD, [DEVELOPER COUNT RESET YES/NO ?] is indicated on the LCD.
 - VI. Press the key located below YES on the LCD.
 - VII. Power the copier OFF/ON to exit the 25 mode.
 - b. To perform the toner control I/F adjustment, perform the following:
 - I. Enter the 36 mode (while pressing the 3 and 6 keys simultaneously, power ON the copier).
 - II. Press the OK key.
 - III. Press the F3 (NEXT) key to display HV adj. (toner control IF voltage) on the screen.
 - IV. Press the OK key.
 - V. Press the F2 (START) key. The copier halts after the developing unit rotates for approximately one minute.
 - VI. Power the copier OFF/ON to exit the 36 mode.

Solution ID TAUS0613333EN*

Solution Usage 1

Description

Fixing unit changes, 2330.

Solution

Refer to the 2230/2330/3240/3340 Technical Bulletin #9 for changes to the fixing unit.

Solution ID TAUS0613899EN*

Solution Usage 1

Description

DF309, jam position 13 during RADF operation.

Solution

PROBABLE CAUSES:

1. The pressure plate stops in the wrong position due to a failed RADF CB.

To check pressure plate/pressure motor (M304) operation, perform the following:

- a. Access the 47 multimode (power the copier ON while simultaneously pressing the 4 and 7 keys), output code 60, press P-07-P to operate M304.
- b. Check the pressure plate home position sensor (PS305) using the 47 multimode, input code 62, press P-05-P. The display should indicate LO when the pressure plate is in the home position.
- c. If the PS305 signal is incorrect, ensure that the sensor is supplied with 5V DC at CN124-1, and GND at CN124-3. There should be continuity from CN124-2 on the sensor to CN102-4 on the RADF CB.
- d. Replace the RADF CB (p/n 12QV-9012) if the problem cannot be repaired.

2. M301 (paper feed) failed.

Note: The ADF CB and harness have been replaced and all the sensors were checked.

Replace M301 (p/n 12QV-4210).

Note: This motor may check good in the 47 mode, however it may not be running at the correct speed.

Solution ID TAUS0615112EN*

Solution Usage 1

Description

Can make only one copy at a time.

Solution

CAUSE: The charge corona unit failed and/or the copy quantity limit is set incorrectly.

SOLUTION: To check the copy quantity setting, perform the following:

1. Power the machine OFF.
 2. Access the 25 mode, (power the machine ON, while pressing the 2 and 5 keys).
 3. Press the OK key.
 4. Press the leftmost UP key eight times, until 09 is displayed on the far left of the LCD.
 5. Use the matrix below to determine which value inputs at DIPSW9 (bits 0, 1, 2, and 3 should be entered to select the copy quantity limit desired by the customer):
- | | | | |
|-----------|-----------|-----------|----------------------------|
| 9-0 to 00 | 9-1 to 00 | 9-2 to 00 | 9-3 to 00: No limit |
| 9-0 to 01 | 9-1 to 00 | 9-2 to 00 | 9-3 to 00: Copy limit = 1 |
| 9-0 to 00 | 9-1 to 01 | 9-2 to 00 | 9-3 to 00: Copy limit = 3 |
| 9-0 to 01 | 9-1 to 01 | 9-2 to 00 | 9-3 to 00: Copy limit = 5 |
| 9-0 to 00 | 9-1 to 00 | 9-2 to 01 | 9-3 to 00: Copy limit = 9 |
| 9-0 to 01 | 9-1 to 00 | 9-2 to 01 | 9-3 to 00: Copy limit = 10 |
| 9-0 to 00 | 9-1 to 01 | 9-2 to 01 | 9-3 to 00: Copy limit = 20 |
| 9-0 to 01 | 9-1 to 01 | 9-2 to 01 | 9-3 to 00: Copy limit = 30 |
| 9-0 to 00 | 9-1 to 00 | 9-2 to 00 | 9-3 to 01: Copy limit = 50 |
| 9-0 to 01 | 9-1 to 00 | 9-2 to 00 | 9-3 to 01: Copy limit = 99 |
6. Press the ON/OFF key to input the desired setting of 00, or 01 for bit location 00.
 7. Press the up key which is 2nd from the left side of the LCD once, until 01 is displayed to the right of 09.
 8. Repeat the procedure in steps 6 and 7 for dipswitches 9-1, 9-2, 9-3.
 9. Power the copier OFF/ON to exit the 25 mode.
 10. Attempt to make multiple copies. If the symptom reappears, power the machine OFF and remove the charge corona.
 11. Make 5 copies. If the copies exit, replace the charge corona (p/n 40AA-2501).

Solution ID TAUS0616884EN*

Solution Usage 1

Description

Intermittent 10-2 while copying.

Solution

CAUSE: A damaged or missing T/S corona contact spring, resulting in high voltage arcing and ADUDB communication conflicts.

SOLUTION: To check the T/S contact springs, perform the following:

1. Power the copier OFF.
2. Remove the machine rear cover (p/n 12RQ12031).
3. Remove the two (2) electrode connector mounting screws (p/n 00Z193061), and detach the electrode connector (p/n 40AA40580) from the electrode guide rail (p/n 40AA5060).
4. Thoroughly, inspect the T/S springs, which are attached to the electrode connector for any signs of damage or arcing. Replace the T/S corona spring(s) (p/n 540026040) as necessary.

Solution ID TAUS0617526EN*

Solution Usage 1

Description

Jams position 7 with paper stopping at the second paper feed rollers.

Solution

CAUSE: The APS and lens home position photosensor are out of position due to a broken screw tab for the sensor mounting cover.

SOLUTION: Replace the sensor mounting cover (p/n 40AA61190).

Solution ID TAUS0618418EN*

Solution Usage 1

Description

DF309, LIFT RADF-CHECK ORIGINAL message after closing the RADF.

Solution

CAUSE: The machine destination settings are improperly programmed, resulting in a logic conflict.

SOLUTION: To program the machine destination setting for USA, perform the following:

1. Power the copier OFF.
2. Access the 25 mode (power the copier ON, while pressing the 2 and 5 keys).
3. Press the OK key.
4. Use the matrix below to program the USA destination values:

DIPSW	VALUE
2-7	0
3-0	0
3-1	0
3-2	1
5. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0619025EN*

Solution Usage 1

Description

How to adjust the screen contrast

Solution

To adjust the screen contrast, perform the following:

1. Access the Key Operator mode, (while pressing [OK], turn power ON. Enter the key operator password, press [OK])
2. Press [F1] down and [F2] up to display "5" Screen contrast adjustment", and press [OK].
3. Press [F2] or [F3], as desired.
4. Press [OK] to complete the selection.
5. Press [F4 (PREV)] to return to the Key Operator mode screen.
6. Power the machine OFF/ON to exit the Key Operator mode.

Solution ID TAUS0622622EN*

Solution Usage 1

Description

Paper trays do not rise after being loaded and reinserted, resulting in a load paper message.

Solution

CAUSE: Incorrect 25 mode switch settings. Machine is set up for a different country.

SOLUTION: Enter the 25 mode. Set the dipswitches as follows:

2 - 7 = 0
 3 - 0 = 0
 3 - 1 = 0
 3 - 2 = 1

Solution ID TAUS0624477EN*

Solution Usage 1

Description

Code 56-0D when the unit is powered ON.

Solution

CAUSE: One of the EPROMS or the memory chip is not seated properly or has a bent 'leg'.

SOLUTION: Remove and inspect all EPROMS and the memory chip for a bent pin. Re-install the EPROMS and memory chip.

Solution ID TAUS0627759EN*

Solution Usage 1

Description

Part number for a pin extraction tool for the fuser connector.

Solution

Pin extractor tool (p/n 00TL-3030).

Solution ID TAUS0628006EN*

Solution Usage 1

Description

Abnormal noise at end of copy cycle.

Solution

CAUSE: Conveyance suction fan (M13).

SOLUTION: Check M13 in the 47 multimode, output code 42, press P-03-P, then press Start/Stop. If the noise is still present, replace the fan (p/n 40AA80530).

Solution ID TAUS0628431EN*

Solution Usage 1

Description

Platen APS detects 8.5x14 originals as 11x17.

Solution

CAUSE: The original APS detection sensor (PS24) is not operating properly.

SOLUTION: Access the 47 mode, input code 33, press P-03-P. Slide an original over PS24. If a change in state is not displayed on the operation panel, PS24 failed. Replace PS24 (p/n 40AA85510).

Solution ID TAUS0640199EN*

Solution Usage 1

Description

F43-1 at power up.

Solution

CAUSE: The exposure thermal fuse failed.

SOLUTION: To check the exposure thermal fuse, perform the following:

1. Ohm the L1 lamp.
2. If L1 checks good, ohm the lamp connector on the rear of the machine (there is no connector number).
3. If the lamp connector is open, replace the exposure thermal fuse (p/n 40AA90150).

Solution ID TAUS0641927EN*

Solution Usage 1

Description

E10-x code at power up.

Solution

CAUSE: Loose connector on the HV1 board.

SOLUTION: Reseat all connectors on the HV1 board.

Note: With communication codes reseating CNs on all boards is recommended.

Solution ID TAUS0604913EN*

Solution Usage 0

Description

How to order service/parts manuals.

Solution

A Technical Bulletin will soon be released covering the differences between the 3240/3340 and 2230/2330. No individual service manual is planned at this time.

The 2230/2330 is based on the 3240/3340 engine.

The parts catalog can be ordered using p/n CMPC-2230/2330.

Solution ID TAUS0605329EN*

Solution Usage 0

Description

Ozone output level, 2330.

Solution

The ozone output level for the 2330 is .02 parts per million (ppm).

Solution ID TAUS0605918EN*

Solution Usage 0

Description

J32 and/or J72 when sorting.

Solution

CAUSE: Mylar guides are installed on the exit unit of the main body.

SOLUTION: Remove the mylar exit guides when a sorter is installed. The guides help eliminate static when paper exits into the catch tray. When a sorter is installed, the guides can cause exit misfeeding.

Solution IDTAUS0606770EN*

Solution Usage0

Description

How to install the Weekly Timer board.

Solution

The Weekly Timer board (WT-102, PCUA 947535) must be ordered separately. To install the Weekly Timer, perform the following:

1. Power the copier OFF.
2. Open the front door of the copier and remove the board protection cover (p/n 40AA12230).
3. Remove the Weekly Timer from the metal holder. The holder is not needed for this model.
4. Remove the board fixed plate (p/n 40AA73260) located behind the board protection cover, install the timer board onto the plate, and then reinstall the plate.
5. Connect the 10 pin connector coming from under the operations board to the timer board. The other connector, and the harness supplied with the timer kit, are not used.
6. Reinstall the board protection cover.

Note: Follow set up instructions in the 3240/3340 Service Manual (CSM-3240/3340 May 1997), and in Users Manual (p/n op-04-3240/3340). The WT-102 connects to the main CB and the ADU/ PFU DB. See the list below for connector locations.

Weekly Timer board to Main CB

CN201-2	CN14-6
201-3	14-7
201-1	14-8
201-4	14-9
201-7	14-10
201-5	14-3

Weekly Timer board to ADU/PFU DB

CN201-8	CN44-A10
201-6	44-A11
201-10	44-B1

Solution IDTAUS0607203EN*

Solution Usage0

Description

How to reset the PM counter or program the PM count cycle.

Solution

To reset the PM counter, perform the following:

1. Access the 25 mode (power the copier ON while holding down the 2 and 5 keys)..
2. Use the up arrow to display [3: PM Count ?] and press the OK button.
3. Press the RESET button.
4. Press the YES button.
5. Input the last two digits of the year, and press OK.
6. Input the month in a two-digit format, and press OK.
7. Input the day in a two-digit format, and press OK.
8. Power the copier OFF/ON to exit the adjustment mode.

To program the PM count cycle, perform the following:

1. Access the 25 mode (power the copier ON while holding down the 2 and 5 keys).
2. Use the up arrow to display [3: PM Count ?] and press the OK button.
3. Press the SET button.
4. Input the PM cycle with the copy quantity setting button and press OK.
5. Press PREVIOUS to complete the setting.
6. Power the copier OFF/ON to exit the 25 mode.

Solution IDTAUS0607571EN*

Solution Usage0

Description

PLEASE LOAD 8.5x11 PAPER message when an 8.5x11 original is placed on the platen glass. The correct size paper is loaded.

Solution

CAUSE: Platen APS is disabled.

SOLUTION: To enable platen APS, perform the following:

1. Access the Key Operator Mode (power ON, while pressing the OK key).
2. Scroll to option #8 (Memory Switch).
3. Press the OK key.
4. Scroll to SW No.11 (Platen APS) press the OK key, select ON.
5. Set memory switches 13 (ATS/APS Tray 1), 14 (ATS/APS Tray 2), 15 (ATS/APS Tray 3), 16 (ATS/APS Tray 4) ON.

6. If desired, scroll to SW No.18 (Platen AMS), press the OK key, select ON.
7. Power the machine OFF/ON to exit the Key Operator Mode.

Solution ID TAUS0607895EN*

Solution Usage 0

Description

How to reset the developer count.

Solution

To reset the developer count, perform the following:

1. Power the copier OFF.
2. Enter the 25 mode, (power the copier ON, while pressing the 2 and 5 keys).
3. Press the key located below the up-arrow on the LCD three times, [4 : DRUM/DEVELOPER COUNT ?] is indicated on the LCD.
4. Press the OK key, [DRUM COUNT RESET YES/NO ?] is indicated on the LCD.
5. Press the key located below NEXT on the LCD, [DEVELOPER COUNT RESET YES/NO ?] is indicated on the LCD.
6. Press the key located below YES on the LCD.
7. Power the copier OFF/ON to exit the 25 mode.

Solution ID TAUS0608698EN*

Solution Usage 0

Description

How to enable the original count for 1:2 copy mode.

Solution

To enable the original count for 1:2, perform the following:

1. Power the copier ON while pressing the OK key (Key Operator Mode).
 2. Use the arrow keys to select [8: Memory Switch Setting].
 3. Press the OK key.
 4. Use the arrow keys to select [8: Original in 1:2 Mode].
 5. Press OK.
 6. Use the arrow keys to select ON.
 7. Press OK.
 8. Power the copier OFF/ON to exit the Key Operator Mode.
- Note: When duplex is selected, the following two messages will alternate in the display:
- a. EVEN NUMBERS PRESS START, ODD NUMBERS PRESS AUTO /RESET.
 - b. PRESS "P" TO COUNT ORIGINAL QUANTITY.

Solution ID TAUS0609002EN*

Solution Usage 0

Description

When using the RADF, the copies are randomly reduced 50%.

Solution

CAUSE: In 25 mode, [AMS selection when APS is released] is enabled.

SOLUTION: To disable [AMS selection when APS is released], perform the following:

1. Access the 25 mode (power the machine OFF, then, while holding down on the 2 and 5 keys power the machine ON).
2. Select [1: Software Switch Adjustments], and press OK.
3. Use the up/down arrow keys to access software dipswitch 8-1.
4. Set 8-1 to 1 (0=NO 1=YES).
5. Press F4 (Previous) to enter the setting.
6. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0609349EN*

Solution Usage 0

Description

Does the 2330 retain any memory of copied documents?

Solution

The machine does not store into memory copied documents.

Solution ID TAUS0609354EN*

Solution Usage 0

Description

Copier defaults to RADF every time the document feeder closes. Unable to copy from the platen glass unless the DF309 is raised.

Solution

CAUSE: The RADF original detecting photosensor (PS301) is not changing state (remains LO - detecting paper). The PS301 actuator is binding on the upper paper feed guide plate (p/n 12QV40060) or the original pressure plate (p/n 12QV40070).

SOLUTION: Reposition the guide plate(s) to allow free movement of the PS301 actuator.

Solution ID TAUS0609401EN*

Solution Usage 0

Description

DF309, RADF front cover is damaged.

Solution

CAUSE: The RADF front cover material has small cracks near the "handle" area, possibly due to excessive force.

SOLUTION: Replace the RADF front cover (p/n 12QV12050).

Solution ID TAUS0609718EN*

Solution Usage 0

Description

How to adjust the trail edge erasure, 2330.

Solution

To adjust the trail edge erasure, perform the following:

1. Access the 36 mode (power the copier ON while pressing the 3 and 6 keys).
2. Use the arrow buttons to select [2: Timing Adjustment].
3. Press the OK key.
4. Use the arrow buttons to select [6: Rear Edge Adjustment].
5. Enter the setting value (-20 to +50). Use the Stop/Clear button to enter a negative value.
6. Press the Test button to switch to the basic copy screen to run copies.
7. Press the Stop/Clear button while pressing the P key to return to the trail edge timing adjustment screen.
8. Repeat steps 5 through 7 until the adjustment is accomplished.
9. Power the copier OFF/ON to exit the 36 mode.

Solution ID TAUS0609722EN*

Solution Usage 0

Description

Image lead edge timing adjustment, 2330.

Solution

To adjust the image lead edge timing, perform the following:

1. Access the 36 mode (power the copier ON while pressing the 3 and 6 keys).
2. Use the arrow buttons to select [2: Timing Adjustment Mode].
3. Press the OK key.
4. Use the arrow buttons to select [4: Image Lead Edge Adjustment].
5. Press the OK key.
6. Use the Next button to select the mode to be adjusted (normal, double, or book copy).
7. Enter the setting value (-99 to +99) with the quantity setting keys. Use the Stop/Clear button to enter a negative value.
8. Press the OK button.
9. Press the Test button to switch to the basic copy screen for test copies.
10. Press the Stop/Clear button while pressing the P button to return to the Image Lead Edge Adjustment screen.
11. Repeat steps 6 through 9 until the adjustment is accomplished.
12. Power the copier OFF/ON to exit the 36 mode.

Solution ID TAUS0609823EN*

Solution Usage 0

Description

How to program the machine LCD screen default language.

Solution

To program the machine LCD screen default language, perform the following:

1. Access the 25 mode (power the machine OFF, then, while pressing the 2 and 5 keys, power the machine ON).
2. Select [1: Software switch adjustments] and press OK.
3. Use the up/down arrow keys to access the following addresses:

DIPSWITCH	BIT	SETTING	FUNCTION
2	0	0	English
2	1	0	English
2	0	1	French
2	1	0	French
2	7	0	European paper size (OFF)

3	0	0	Destination Japan (OFF)
3	1	0	Destination Europe (OFF)
3	2	1	Destination USA

4. Press the previous button to complete the settings.
5. Power the machine OFF/ON to exit the 25 mode.

Solution ID TAUS0610398EN*

Solution Usage 0

Description

Intermittently, the lead edge is shifted approximately one inch.

Solution

CAUSE: The paper conveyance roller is glazed or worn.

SOLUTION: Clean or replace the paper conveyance roller (p/n 40AA40120).

Solution ID TAUS0610411EN*

Solution Usage 0

Description

DF309, unable to fully lower the document feeder. Originals are jamming and tearing or folding.

Solution

CAUSE: Opening the RADF by force (extending the RADF hinges beyond their normal range) malforms the hinges, which prevents the document feeder from closing. The arrow depicted in the illustration identifies the area most likely to become damaged.

SOLUTION: Replace the affected hinge (left - p/n 12QV10041; right - p/n 12QV10051).

Notes:

1. The modified parts are not interchangeable. When installing the modified hinges or when installing a modified RADF, the AUX stay (p/n 12QV10121) and conveyance RF stay (p/n 12QV10032) MUST also be replaced.
2. The modified parts have been factory-installed on RADF units beginning with serial number 12QV24827.

Solution ID TAUS0610724EN*

Solution Usage 0

Description

A replacement upper paper exit cover does not properly fit the copier.

Solution

CAUSE: The cover is not compatible with the 2330. There are two different style upper paper exit covers available in the 2230/2330 Parts Catalog (CMPC-2230/2330).

SOLUTION: To obtain the proper upper paper exit cover, order as designated below:

- 2330 - ADU installed = p/n 40BA48010
- 2230 - no ADU installed = p/n 40AA46100

Solution ID TAUS0612456EN*

Solution Usage 0

Description

When using the 2-in-1 function in the applications mode, the copier defaults to 11x17 upon pressing the start/print key.

Solution

CAUSE: APS is enabled, which results in 11x17 inch paper size default.

SOLUTION: The only way to disable the APS feature in the 2-in-1 mode is to manually select the paper size.

Note: Only 8.5x11R or 11x17 paper can be used in the 2-in-1 mode.

Solution ID TAUS0612995EN*

Solution Usage 0

Description

How to enable two counts on the total counter for 11x17 paper.

Solution

To enable two counts on the total counter for 11x17 paper, perform the following:

1. Access the software switch set mode by turning the machine on in the 25 mode (turn the machine ON, while pressing the 2 and 5 keys) and selecting #1 by pressing the OK button.
2. Press the right hand up arrow below the display one time to select software switch 1-1.
3. Press the ON/OFF button until the data changes to :01.

4. Press previous screen button.
5. Turn the copier OFF, then ON to exit the 25 mode.

Solution ID TAUS0613017EN*

Solution Usage 0

Description

ST103, copies jam in top bin of sorter.

Solution

CAUSE: Connectors are installed on the incorrect photosensors. CN821 is on PS203 and CN822 is on PS202.

SOLUTION: Install CN821 on PS202 and CN822 on PS203.

Solution ID TAUS0613054EN*

Solution Usage 0

Description

Unable to adjust the brightness of the control panel.

Solution

CAUSE: The DCDB has failed.

SOLUTION: Replace the DCDB (p/n 40AA83510).

Solution ID TAUS0614666EN*

Solution Usage 0

Description

Unable to set 11x17 paper size after resetting the memory.

Solution

CAUSE: The machine destination code is not set for USA.

SOLUTION: To set the machine destination to USA, perform the following:

1. Access the 25 mode (power the machine ON while pressing the 2 and 5 keys, then press the OK key).
2. Use the function keys under the display window to access and set the following software dipswitches to program for English:
 - 2-0 set to 0
 - 2-1 set to 0
 - 3-0 set to 0
 - 3-1 set to 0
 - 3-2 set to 1
3. Power the unit OFF/ON to exit the 25 mode.

Solution ID TAUS0614908EN*

Solution Usage 0

Description

User's Manual, 2330.

Solution

2330 User's Manual

Note: To view the PDF, Acrobat* Reader must be installed. Acrobat Reader can be downloaded for free from the Adobe* Web site at:
 [[<http://www.adobe.com/products/acrobat/readstep2.html>] URL <http://www.adobe.com/products/acrobat/readstep2.html>]]

* Trademark ownership information

Solution ID TAUS0615686EN*

Solution Usage 0

Description

Intermittent F43-1.

Solution

CAUSE: Weak CVR on the DCPS board.

SOLUTION: Replace the DCPS (p/n 40AA84511).

Note: Also check the F1 temperature fuse (p/n 40AA90150) for continuity as well the L1 (p/n 40AA83010)

Solution ID TAUS0616085EN*

Solution Usage 0

Description

Background on copies.

Solution

CAUSE: Failed (damaged) original conveyance unit (p/n 40AA-4500).

SOLUTION: Replace the complete conveyance unit with the new-style (p/n 40AA-4503).

Solution ID TAUS0618555EN*

Solution Usage 0

Description

Intermittent jam position 10 when duplexing.

Solution

CAUSE: The ADU conveyance guide wires are loose.

SOLUTION: Reinstall or rewrap the conveyance guide wires as outlined in the ADU section of the service manual.

SPECIAL NOTE: This solution provided by Philip D'Ayral, KBT Miami.

Solution ID TAUS0619665EN*

Solution Usage 0

Description

Erratic failure codes (F10-1, F10-2, F43-1, F43-2).

Solution

CAUSE: Lower fixing roller bearings are binding.

SOLUTION: Replace the lower fixing roller (p/n 40AA53040) and bearings (p/n 40AA53151).

SPECIAL NOTE: Solution provided by Peter Carlson, Conway Office Products, Inc.
